

JIMMY FERNANDO MUÑOZ VALBUENA

ADMINISTRADOR FINCA AGROTURISTICA LA RIVERA



CONTACTS

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ABOUT ME

I am a proactive and highly responsible professional, renowned for a solid track record in customer service. My primary focus is on meeting client needs, ensuring an exceptional experience, and fostering lasting relationships. My ability to anticipate requirements and provide effective solutions is the cornerstone of my success in this field.

SKILLS

effective communication

Empathy

Patience

positive attitude

problem solving ability

teamwork

speak english

WORK EXPERIENCE

Administrador Finca Agroturistica LA Rivera , MIsael Valbuena , Ibague
Jan 2021 - Jun 2024

- Developed and executed strategic plans to set objectives, identify resources, and devise strategies for delivering high-quality customer service.
- Managed daily operations and strategic planning for staff activities.
- Prepared and administered budgets aligned with service offerings.
- Supervised staff, ensured proper facility maintenance, and provided exceptional service.
- Implemented marketing and promotional programs.
- Conducted market research and gathered information through satisfaction surveys for continuous improvement.
- Hired, trained in customer service, and oversaw personnel.
- Fostered a positive and productive work environment.

Jefe de vendedores , Alexander Garcia, Ibague
Mar 2014 - Nov 2020

- Spearheaded and inspired a dynamic sales team to exceed performance goals.
- Conducted in-depth market and competitive analysis to pinpoint sales opportunities.
- Set realistic and attainable sales targets to drive team success.
- Crafted and implemented effective sales strategies to achieve set objectives.
- Assigned sales territories and quotas to optimize team performance.
- Monitored individual and team metrics, identifying areas for enhancement.
- Provided targeted training to improve skills and address performance gaps.
- Delivered comprehensive onboarding training for new sales representatives on client engagement techniques.

Operador de maquinas, Country Pure Foods, Akron OHIO
Apr 2006 - Jul 2013

- Operated Tetra Pak juice packaging machinery with a keen focus on maintaining supply levels to ensure uninterrupted production.
- Conducted regular quality control assessments on both raw and finished juice products to uphold company standards.
- Monitored machine parameters, including peroxide levels, paper stock, and sealing heater temperatures, to guarantee optimal operation.

Coordinador de Revision, Grupo Concalidad, Ibague
Feb 1998 - Aug 2002

- Coordinated task allocation for garment inspection team members, ensuring efficient workflow.
- Monitored and recorded operator performance times for garment review processes.
- Maintained oversight of individual inspector statistics to optimize productivity.
- Managed documentation for finished products and facilitated their transfer to the dispatch area.

EDUCATION

Some College (no degree), Universidad de Akron, Akron OHIO
2011

- Completed a semester of English studies at the University of Akron, Ohio.

High school diploma, Inem Manuel Murillo Toro, Ibague
1990

- Earned High School Diploma with a specialization in Industrial Mechanics and Metalworking.