

Anahi Viale

Export Sales Coordinator

aviale@uc.cl

Summary

" My goals are to work in an organization with multi-function tasks and culture diversity where team work and efficiency are highly desired."

- Strong skills in Customer Service, enthusiastic and quickly assimilate new concepts.
 - Produce quality work dealing positively under pressure and deadlines.
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Experience

Sales Coordinator

diciembre de 2015 - Present

- + Organize and facilitate activities such as team and cross-functional meetings, conference calls and any other related tasks
- + Monitor the team's progress, identify shortcomings in monthly reports
- + Assist billing and finance teams to manage revenue recognition related to the Canadian market
- + Occasional participation in creating presentations for sales and marketing initiatives
- + Arrange and provide samples of various products to customer buyers in a timely manner

Customer Service Associate

febrero de 2015 - noviembre de 2015 (9 meses)

- Provide information by phone and in person about activities and payment state to customers.
- Manage payments and make the weekly deposit.
- Update new customers information on payments and product purchases.
- Perform related administrative duties.

Sales assistant

marzo de 2013 - diciembre de 2014 (1 año 9 meses)

- Attended customers with friendly and professional manner. Personalize customer service and ensured that every customer has a positive experience, maximizing sales.
- Managed the cash register and inventories associated with the sales process.
- Managed the company's Facebook page, uploading pictures and information regarding new arrivals and promotions.

Products: variety of Foutas, Antique mergoums, goat and sheep rugs, designer furniture in palm tree, kilims and tiles, exclusive pottery and sculptures. Also Couleurs Olive Oil brand and Body products.

Assurance Quality Manager at Viña Ventisquero

enero de 2005 - junio de 2012 (7 años 5 meses)

- Management Representative in Quality, Food Safety and Environmental Standards such as ISO 9001, ISO 14001, HACCP, Food Safety British Standards (BRC) and Food Manufacturing Standards (Tesco).
- Coordinated the external audits in Social Standards, such as Fair Working Conditions (FWC) and Ethical Code (Sedex SMETA).
- Deal with customer complaints.
- Elaborated and coordinated quality control protocols and The Audit Suppliers Program.

Quality Control and Post Harvest Manager at Unifrutti Traders Ltda.

noviembre de 2001 - diciembre de 2004 (3 años 1 mes)

- Elaborated quality control protocols for the harvesting and packaging of cherries, apples and pears.
- Designed and analyzed of experiments related to new fruit varieties and agrochemical applications.

Education

Pontificia Universidad Católica de Chile

Bachelor of Applied Science (BASc), Fruticulture, 1996 - 2001

LaSalle College, Montreal

Business Management, Business Administration and Management, General, 2013 - 2016

Wine & Spirit Education Trust

WSET Level 2, 2017 - 2017

Hansa Center

Certificate, International Business Communication

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[Contact Anahi on LinkedIn](#)