

YOLANDA GUDINO

Dollard-Des-Ormeaux. QC. H9A 1J6

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WORK EXPERIENCE

- **Sales Representative for Latin America**

Planet Interchange

<http://www.planetinterchange.com>

January 2018

Ongoing contact and support to potential and current customers located in Latin America, offering current products. Support on the marketing efforts in different platforms.

- **Customer Service Representative**

Fusion BPO Services

<http://www.fusionbposervices.com/>

May 2016- December 2017

Inbound customer service to an electric company bases in the United States, to help solve the customer's needs like billing, retention and payment service.

- **Brand Ambassador**

Blast Marketing

<http://www.blastmarketing.ca>

August & September 2017

Create a positive and engaging experience with customers; provide samples Interact and encourage the sale of various products to potential customers and deliver key brand messages.

- **Junior Program Activities Leader**

ILSC- Language school

<http://www.ilsc.com/>

July 2017.

Accompany a group of 16-18 international students on all scheduled activities around the city of Montreal.

- **Telephone Fundraising**

Fusion BPO Services

<http://www.fusionbposervices.com/>

March 2016 – April 2016

Call supporters on behalf of the non-profit organizations (MSF) The Liberal Party of Canada to raise funds.

- **Marketing & Community Manager / Customer Sales**

DAGAZ – VENEZUELA

Instagram: @dagaz_vzla

Jan 2015 - Nov 2015

Management for the digital media of Dagaz –Venezuela: place orders to supplier: provide customer service.

- **Financial Analyst.**

Banesco Banco Universal – Venezuela

<http://www.banesco.com/>

Apr 2015 – Jul 2015

Member of the “Young Talent Program”. Formed integrally in the different activities and areas of the banking business such as commercial credits, risk, finance, and specialized banks

- **Program Assistant- Internship**

ONUSIDA - VENEZUELA

<http://www.unaids.org>

May 2014 a Oct 2014

File management accounting, organization and management of administrative processes and definition of a procedures manual for local management of the administrative processes of UNAIDS.

EDUCATION

- **DEC of Business Management**
In progress, Collège La Salle, Montréal. Canadá.
- **Bachelor of International Affairs**
2014- Central University of Venezuela, Venezuela
- **Foreign Trade Diploma**
2015- Avepane institute, Venezuela

Languages

- **Spanish – Native.** **English – Advanced.** **French – Intermedium.**

References

- **Under request**