PERSONAL INFORMATION

BRIGITH MENA ZAPATA

Sex Female | Date of birth 06/20/1994| Nationality Colombian

PROFESSIONAL OBJECTIVES

Business Administration professional with experience in customer service and administrative management, interested in developing in the industrial sector, contributing responsibility, quick learning and teamwork to contribute to production efficiency.

JOB APPLIED FOR POSITION PREFERRED JOB STUDIES APPLIED FOR PERSONAL STATEMENT

1. Production Operator
2. Call Center Agent
3. Production Assistant / Factory Worker
4. Business Administration
5. Business Administration professional with experience in customer service and administrative support. I am responsible, organized, and highly adaptable. I seek to develop my career in the industrial sector, contributing to teamwork, rapid learning, and a commitment to improving the efficiency and quality of production processes.

WORK EXPERIENCE

MES Y AÑO DE INCIO - MES Y AÑO DE FINALIZACIÓN

Posición o nombre del puesto

Sutherland- Bogotá

- technical support, activating telephone line services, troubleshooting internet problems, and configuring other telecommunications services
- invoice information and adjustments
- Information on postpaid plans, promotions and sales.

MES Y AÑO DE INCIO - MES Y AÑO DE FINALIZACIÓN

Posición o nombre del puesto

GV Diseño y Construcción- Villavicencio-Meta

- Preparation and updating of administrative reports
- Monitoring order quotes and delivery of materials for project execution.
- Document management at all stages of the project.

EDUCATION

TERTIARY EDUCATION

EAN
Business Administration
Bogotá
2013 - 2018

SECONDARY EDUCATION

- SENIOR HIGH SCHOOL

Pontificia Universidad Javeriana, Bogotá, 2019 - 2019

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- JUNIOR HIGH SCHOOL

Colegio Externado Nacional Camilo Torres, Bogotá, 2012 - 2012

ELEMENTARY EDUCATION

Colegio Espiritu Santo, Villavicencio, 1999 - 2011

TRAINING

Año - Nombre del curso o entrenamiento

Institución donde se realiza el curso o entrenamiento

.

PERSONAL SKILLS

Mother tongue(s): SPANISH

Communication skills:
- Active listening
- Clear and assertive communication

Organisational / managerial skills:
- Planning and organization
- Teamwork
- Empathy
- Responsibility management
- Decision making
- Adaptability

OTHER LANGUAGE(S): ENGLISH

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
A2	A2	A2	A2	A2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Computer Skills:
- Proficiency in office software
- Email and digital platform management
- Data entry and database management

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