Gabriela Castillo Figueroa

Home :

Email: **Phone:**

Passport: **Gender:** Female **Date of birth:** 09/02/2000 **Place of birth:** Bogota, Colombia **Nationality:** Colombian

ABOUT ME

Responsible and adaptable professional with experience in task coordination, routine management, and teamwork in fast-paced environments. Skilled in following instructions, maintaining organization, and performing repetitive tasks with attention to detail. Proven ability to work efficiently, support team operations, and adapt quickly to new work environments. Motivated to contribute to production and operational processes.

WORK EXPERIENCE

Au Pair Care

City: Denver | **Country:** United States

[08/06/2023 – 24/10/2025] **Au pair**

Managed daily routines and schedules, ensuring tasks were completed efficiently and on time.

Maintained organized environments and handled multiple responsibilities simultaneously.

Followed structured instructions and adapted to changing priorities.

Demonstrated reliability, responsibility, and attention to detail in daily tasks.

Worked independently while maintaining high standards of organization and care.

Bio Latina Colombia SAS

City: Chía | **Country:** Colombia

[03/08/2021 – 20/01/2023] **Customer service**

Handled high volumes of customer interactions through different communication channels.

Maintained accurate records and organized information efficiently.

Followed procedures and guidelines to resolve inquiries and requests.

Demonstrated problem-solving skills and ability to work under pressure.

Collaborated with team members to ensure efficient service operations.

Fundacion Nacional Batuta

City: San Onofre | **Country:** Colombia

[26/02/2020 – 02/06/2021] **Social worker intern**

Supported daily operations and coordination of community programs.

Organized activities and maintained documentation and reports.

Assisted in managing multiple tasks and following structured processes.

Collaborated with teams to ensure effective program execution.

EDUCATION AND TRAINING

[05/06/2017 – 26/08/2022] **Bachelor's degree in Social Work**

Universidad de La Salle

City: Bogota | **Country:** Colombia | **Field(s) of study:** Social sciences, journalism and information

SKILLS

Interpersonal Skills

Collaboration | Adaptability | Ability to Work Under Pressure | Communication | Active listening | Responsibility | Reliability | Organization | Flexibility | Patience | Multitasking | Empathy

Core Skills

Attention to detail | Task management | Time management | Teamwork | Microsoft Office | Problem solving | Organizational and planning skills | Documentation

LANGUAGE SKILLS

Mother tongue(s): Spanish

Other language(s):

English

LISTENING B1 **READING** B1 **WRITING** B2

SPOKEN PRODUCTION B1 **SPOKEN INTERACTION** B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

VOLUNTEERING

[09/01/2026 – Current] **Volunteer at Fundacion pasos por amor** Cajica, Colombia

Supported programs assisting mothers and children in vulnerable situations.

Assisted with food distribution in coordination with the local Food Bank.

Organized and classified donations to support the foundation’s sustainability initiatives.

Monitored participation of beneficiaries in training workshops and community activities.

Assisted with case follow-up and administrative organization.

[11/02/2019 – 17/11/2019] **Social volunteer at Casa de los derechos** Cazuca, Colombia

Supported educational reinforcement activities for children and adolescents.

Facilitated workshops on emotional awareness and emotional management.Participated in community mapping activities with families to identify support institutions and community resources.

Promoted access to community services and institutional support networks.