

OLGA GOYZUETA ESPADAS

olga.goyzueta67@gmail.com | 236-867-0804 | Vancouver, BC

Dynamic and results-oriented business management student with a passion for delivering exceptional customer service. Possessing a solid foundation in graphic design, coupled with hands-on experience in customer-facing roles, I bring a unique blend of creativity and business acumen to the table. Proven ability to effectively communicate and collaborate with diverse teams to achieve organizational objectives. Eager to leverage my skills in business management, customer service, and graphic design to contribute to the success of innovative projects and initiatives within a dynamic organization.

Team Player

Collaboration

Leadership

Communicator

Problem Solving

Multi-tasking

EXPERIENCE

Graphic Designer - Laborem Recruitment, Vancouver, BC

March 2020 - September 2023

- Developed graphic elements that align with project objectives, ensuring visual consistency and brand integrity.
- Prepared sketches and layouts of subjects for rendering, employing traditional tools, multimedia software, and image processing techniques to achieve high-quality outcomes.
- Established the overall aesthetic, graphic elements, and content of communication materials, maintaining a cohesive visual identity across various platforms.
- Determined the most effective medium to produce desired visual effects and selected appropriate communication channels to reach target audiences effectively.

Customer Service Representative & Data Entry - Technicolor Zapopan, Jalisco, Mexico

September 2017 - April 2019

- Managed reception and processing of detailed art and image information from major film studios across the USA, including Warner Brothers, Universal Studios, Sony Entertainment, Disney Studios, Microsoft, and Xbox One.
- Conducted meticulous color adjustments, background modifications, and image resizing as needed, ensuring the highest quality standards were met.
- Maintained comprehensive lists of movie, music, game, and software titles from various companies, meticulously categorizing disk contents (DVDs, Blu-ray discs).
- Provided professional English and Spanish customer support via email and phone, addressing inquiries and resolving issues promptly and effectively.
- Proficiently utilized Photoshop, Adobe Illustrator, Adobe InDesign, CorelDRAW, Excel, Word, Outlook, Skype, and internal systems to facilitate seamless communication and workflow management.

Specialist in Customer Service & Technical Support - Teleperformance Zapopan, Jalisco, Mexico

Month 2015 - Month 2017

- Excelled in handling inbound calls in English and Spanish for one of the largest companies in the USA, Comcast Xfinity, for a duration of 6 months.
- Recognized for performance and promoted to "Bulk VIP West Division," a unique department in Latin America, tasked with addressing a wide array of customer needs, including account management, technical support, billing inquiries and adjustments, payments, promotions, retentions, and escalations.
- Proficiently navigated various software platforms including ACSR, Excel, Office, Windows, Outlook, Skype, and SAP to efficiently manage customer interactions and internal processes.

Customer Service - Organogold Zapopan, Jalisco, Mexico

June 2014 - August 2015

- Provided comprehensive assistance to customers in opening accounts, processing orders, facilitating payments, and coordinating distribution in multiple countries including Mexico, USA, Peru, and Costa Rica.
- Executed administrative programs and activities as outlined by the company, ensuring adherence to established procedures and protocols.
- Leveraged proficiency in Windows, Word, Excel, and Outlook to streamline administrative processes and enhance operational efficiency.

EDUCATION

Arbutus College - Vancouver, BC

Professional Co-Op Diploma Business Management

November 2023 - May 2024

University Valle De México - Plantel Tlalpan, Mexico City, Mexico

Bachelor Graphic Designer

November 2023 - May 2024

Graduated 1992

VOLUNTEER

- Facilitate structured English language classes for immigrants residing in Vancouver, employing effective organization and instructional techniques to enhance learning outcomes.

LANGUAGES

- English
- Spanish