

Catherine Sarmiento

Contact Information

Mobile: 3194090231

Email: sarmientolindacatherine@outlook.com

[LinkedIn Profile](#)

Top Skills

- Sabre
- Problem Solving
- Data Entry
- Meta Ads Manager
- Meta Pixel
- A/B Testing:
- Retargeting
- Facebook Shops y Marketplace

Languages

- Spanish: Native or Bilingual
- English: Full Professional Proficiency

Certifications

- Teaching Knowledge

Catherine Sarmiento

Leader in Crew Accommodation and Logistics | Focus on VIP Customer Service and Satisfaction.

Bogotá, D.C., Capital District, Colombia

Summary

Leader in customer service and project development with a strong focus on meeting metrics. Motivated by achieving outstanding results.

Experience

Senior Customer Assistant

June 2024 – Present

- Conducted quality audits for service delivery across various contracted projects.
- Supervised service standards to ensure excellence and compliance.
- Managed social media platforms for multiple projects, delivering strategic responses and customer support.
- Led customer service and support operations for Meta (Facebook), focusing on international clients.
- Proactively handled inquiries and escalations, ensuring client satisfaction.

Reason for seeking a new opportunity: The position is no longer remote, and I currently do not reside in Bogotá.

Freelance

English Instructor

2013 – Present (12 years)

- Offering personalized, one-on-one English tutoring tailored to specific learning goals and needs.

TAC

Leader in Crew Accommodation and Logistics

November 2021 – November 2023 (2 years 1 month)

- Specialized in managing international crew logistics and accommodations.
- Delivered exceptional customer service via email, phone, and chat.
- Built strong relationships with clients and crew through efficient communication.

Venmo

Senior Application Support Analyst

May 2019 – October 2021 (2 years 6 months)

- Handled customer inquiries for the Venmo app, primarily via email.
- Addressed complex questions and resolved issues effectively, ensuring positive customer experiences.

Eurostars Hotels

Receptionist, Reservations Department

July 2016 – February 2017 (8 months)

- Managed guest check-ins and front-desk operations.
- Played a key role in optimizing room rates and maximizing revenue through strategic pricing.

JW Marriott

Executive Front Desk Receptionist

October 2015 – June 2016 (9 months)

- Provided top-tier service in a luxury hotel environment.
- Developed expertise in personalized and detail-oriented hospitality.

Marriott Bogotá Hotel

Bilingual Customer Service

January 2014 – October 2015 (1 year 10 months)

- Contributed to a culture of impeccable service and care, delivering luxury experiences.

Professional Practices

February 2013 – January 2014 (1 year)

- Room service order management.
 - Set wake-up calls in the Opera system.
 - Followed up on special requests from international guests.
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Education

- **University of Cambridge**
CELTA International Certificate, Foreign Language Teaching (May 2020 – May 2021)
- **Universidad de La Sabana**
Bachelor's in Hospitality Administration (January 2009 – January 2015)
- **University of Cambridge**
TKT International (Modules I, II, and III), English (2009 – 2013)
- **Instituto de Lenguas Universidad Distrital (ILUD)**
English Studies (January 2010 – January 2012)