



Contact

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Address

Villas de la Meseta, Sector 1 casa 3-10, San Lucas, Sacatepéquez.

Studies

2022

Master in Financial Management
Galileo University

2020

Bachelor of Technology and Administration
Galileo University

2015

Bilingual Business Public Relations
Macdermont School

Skills

- Advance Excel
- Power Bi
- Customer Service Skills
- Negotiation Skills
- Microsoft 365
- Communication Skills

Language

English

Spanish

Joao Flores

Innovative and proactive person aimed at achieving goals and results with dedication and excellence. I am a creative leader with excellent problem-solving and customer service skills. I learn quickly, I'm analytical and efficient. Able to train, develop and motivate people.

Experience

July 2023 - Present

○ Banco Industrial S.A

Profit Channel Coordinator

- Create and develop strategies to increase the profitability of sales channels.
- Perform financial and profitability analysis to evaluate the performance of each channel.
- Identify areas for improvement and opportunities to increase profit margins.
- Collaborate with commercial executives to improve the efficiency and profitability of the channels.
- Train the channel staff to ensure a clear understanding of strategies and processes.
- Implement analysis systems to increase efficiency and reduce operating costs, creating reports with information to make decisions.

January 2019 - December 2022

○ The Real Shop GT

Founder and Director

- Identifying and establishing business relationships with international suppliers to ensure a portfolio of exclusive and high-quality products.
- Development of effective marketing and sales strategies, resulting in a significant increase in sales and brand recognition.
- Management of import and distribution logistics, ensuring timely and efficient delivery of products.

Nov 2022 - July 2023

○ ADVANCE CALL CENTER TECHNOLOGIES

Client Relations Manager

- Intermediate and supervise client relationships between the company and client and retain by providing support
- Create action plan to improve productivity and address clients business needs.
- Ensure that the company's services meet customer expectations.
- Advise clients on creating profitable processes.

Jan 2018 - Nov 2022

○ ADVANCE CALL CENTER TECHNOLOGIES

Sales and Retations Supervisor

- Ensuring agents understand and comply with all call center objectives, performance standards, and policies.
- Develop and maintain accurate records of prospects, leads, pricing, sales activities, and active clients.
- Evaluate the performance of the sales team and seek ways to improve the team's performance.
- Provide reports to top management like sales reports, lead generation reports, customer complaints reports, and new customers' on-boarded reports.
- Initiate sales activities, strategies, and sales plans required to build brand visibility.

Reference

Johana Suarez

General Manager
Alternative Employment Group

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Katherine Ortiz

Pricing Coordinator
Banco Industrial S.A

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