



Estefania Duran

PROJECT MANAGER | BUSINESS DEVELOPER | QA ENGINEER

International bilingual professional with more than 14 years of experience working in the service, food and beverage, real estate, fitness, training, customer experience and tourism sectors. This wide variety of industry experience has helped me grow skills in operations, planning, commercial management, technology solutions, customer service, marketing, communications, negotiating skills, team leadership, and conflict resolution. I am a natural problem solver, passionate about technology, marketing and business development looking for new and innovate solutions excite me! I will consider a position that requires me to relocate or travel.

• CONTACT

eduranqualispack@gmail.com

331-229-6490

estefiduor89

Chicago, Illinois



TECHVIOLET STARTUP
Project Manager and Junior QA Engineer



CREATIVE DESIGNS (CHICAGO - USA)
MANAGEMENT DECEMBER 2019 - PRESENT

Manage 12 multi-unit rental properties. Utilize customer management systems to track rental payments, tenant changes and work orders. Implement exceptional customer service communication to manage complaints and bridge departments. Supported diferent departments with anything needed and also in tech related issues.

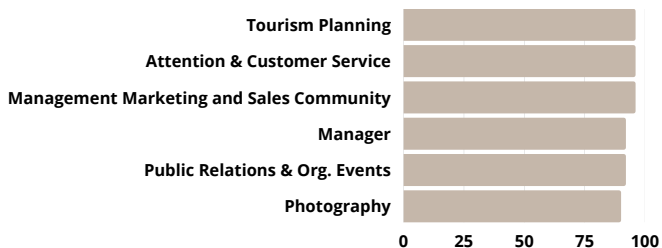
Achievements:

- Achieved 88% recovery of overdue tenant rent during the COVID 19 pandemic in 2020.
- Developed tenant policies and worked to implement them.
- Standardized internal procedures and documents to facilitate and improve the management of administrative and logistical processes, reduction of errors and improve the customer experience.

• LANGUAGES

- Spanish (Native)
- English (Advanced)
- Portuguese (Basic)

• KNOWLEDGE



EATALY (CHICAGO-USA)
GUEST RELATIONS 2018 - AUGUST 2019

Provided customer service to the general public to solve their problems or answer questions, along with provided support in cash management to agility the flow of people, Storyteller and sales support. *Achievements:*

- Improved the customer service rating by 20% during my tenure.
- Trained new staff on internal procedures and customer service guidelines.
- Organized staff breakfast once a week.

• SKILLS

- Planning and strategy
- Leadership
- Teamwork
- Negotiation
- Creative
- Proactive
- Flexible and adapt well to changes
- Attentive to Details
- Tech Savvy
- Fast learner



CONSULATE OF ECUADOR IN CHICAGO
"PAME" CONTINGENCY PLAN OPERATOR

Worked in protection and community assistance to address and monitor cases of vulnerability of Ecuadorian immigrants. Collaborated with emergency management to successfully work across 6 states to provide assistance to Ecuadorian inmates and track those held by ICE. Attended consular events and meetings with foundations. Organized events and trainings on behalf of the institution.

Achievements:

- Completed approximately 620 emails, calls and visits monthly.
- Coordinated the launch of 2 new education programs for Ecuadorian citizens living in the USA.
- Organized legal clinics for Ecuadorians residing in the USA.
- Created content and managed social networks.
- Developed a manual of internal procedures in order to train future operators.

EDUCATION



DALEXA PATISSERIE (GUAYAQUIL-ECUADOR)

MANAGER AND BUSINESS DEVELOPER

Managed staff and marketing of the bakery which led to the increase in new customers and sales.

Achievements:

- Developed internal procedures to generate improvements in creating formats for inventory control and management.
- Trained and supervise new staff in operations and customer service.
- Generated ideas for the development of new products.
- Give pastry ideas to improve sales



LA RUTA EC (GUAYAQUIL-ECUADOR)

PROJECT CREATOR AND MANAGER 2014-2017

Analyze, create and develop ideas of a rural touristic project structure on a farm to help the local community and the owner of the farm to have extra income.

Achievements: - I turned this project into a business idea. Also my undergraduate thesis was about it and I got invited to speak in an International event about my project and was also contacted nationally and internationally to publish it.



ZUMBA FITNESS (ECUADOR Y EEUU)

ZUMBA INSTRUCTOR 2013 -2019

Zumba Instructor



Assist Zumba's Marketing Agent in Ecuador to organize events and trainings. Also certified Zumba instructor.

Achievements: - Change women life improving they health and energy. Organized an event in less than a day.



CURVES LATINOAMÉRICA (GUAYAQUIL-ECUADOR,PANAMÁ)

MENTOR & TRAINER 2014 -2015

Conduct travel, audits and plan operational processes for the opening of new gyms in Ecuador & Panama. Track and provided recommendations for increasing sales and customer retention to new owners.

Achievements: I managed to organize, train and have everything ready for the opening of a new gyms. One of them in Panama wasn't ready so I had to create strategies for the opening and train my clients in 2 days and make sure everything was good to go. It was challenging but we made it!

CURVES (GUAYAQUIL-ECUADOR)



MANAGER OF OPERATIONS 2007-2015

Plan operational processes for the gyms I managed and improve sales of our products motivating my team so we can improve as a team, also worked on the retention of our members. Make reports to the franchise, solve problems, train my team in customer service and retention and support my team members or general manager in anything needed.

Achievements: I organized an event in less than 24 hrs with 150 people. Me and my team werenameed one of the best Curves in South America for our team work and results.



ECOTEC UNIVERSITY

(Guayaquil-Ecuador)

Engineer Touristic Planning and Operations with Mention in Marketing & Communication (2016)



SHE CODES
HTML CSS JAVASCRIPT



UDEMY
QA TESTER



UDEMY
MOBILE CYBERSECURITY AWARENESS



UDEMY
FUNDAMENTALS OF COMPUTER HACKING