

ANA PATRICIA ÁLVAREZ VEGA

Historian with a passion for creating beautiful stories and communications

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ana-alvarez-vega



EXPERIENCE

Customer Support Specialist (xPeer)

Nubank

Mar 2020 – Current

Mexico City

As an analyst I acquired familiarity with customer needs, user experience and data. This helped me to develop my ability to interact with diverse personalities and individuals, empathically managing clients' anger, worries or frustrations, aiding to troubleshoot their problems focusing on interpersonal communication skills in order to create a positive interaction.

Afterwards, my responsibility switched to mentoring, supporting and evaluating new team members. I created learning content like templates, articles and videos, I attended calls to aid real-time assessments of the quality of their interactions and provided them feedback and clear guidance based on key criteria in order to best represent the company.

- Customer Support (calls, chats)
- Documentation (writing, macros, video creation)
- Onboarding and training (presentations, shadowing, oncall for collaborators)
- Quality (assessments, feedback)

Teacher Assistant

UNAM

Jun 2017 - Dec 2018

Mexico City

Academic text correction and evaluation of assessments.

Teacher

Wesley Christian School

Aug 2015 – May 2017

Mexico City

Global History teaching for elementary and high school students.

EDUCATION

Bachelor's Degree in History

Facultad de Filosofía y Letras, UNAM

2009 – 2014

Courses and Workshops

- *Como Escribir con Eficacia* (2021). LinkedIn Learning.
- *Experiencia de Usuario (UX) Esencial* (2021). LinkedIn Learning.
- *Fundamentos de la Narrativa o Storytelling* (2021). LinkedIn Learning.
- *UX Writing desde Cero* (2021). UX en Español.

ABOUT

As a lifelong student of the humanities, I find history, art and literature are subjects that encourage my self development. My ideal job is a people-oriented environment where I can dedicate to either teaching, writing, translating or correcting texts with the opportunity to learn, grow and contribute to the organization.

SKILLS

Data Analysis

Research

Writing and Editing

Teaching

Creativity

Customer Service

Multitasking

Planning

Work ethic

SOFTWARE

Figma

Miro

Canva

Office

Notion

Trello

LANGUAGES

Spanish

English

French



REFERENCES

Saraí Arteaga Mondragón

Atrato (ex Nubank)

Fraud Manager

saraí-arteaga-mondragón

Martina Lubrano

Nubank

Product Manager

martina-lubrano-92474124