


Tamara Schwarzman

541164304352 

Tam.schwarzman@gmail.com 

Buenos Aires, Argentina

Excellent communication and verbal skills. Focused on customer service. Design and implement overall recruiting strategies. Ability to analyze partner's needs, develop and negotiate actions necessary to exceed expectations ensuring to comply with the company business strategy. Analytical mindset. Time management.

- Focus on overcoming challenges
 - Data Analysis
 - Policies Development
 - Teamwork
 - Specialized Customer Service
 - Critical thinking
 - Bilingual (Spanish, English)
 - Problem solving
 - Time management
 - Organization
 - Empathy
 - Active listening
 - Decision making
 - Communication
 - Adaptability
 - Goal oriented
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Experience

2015 – 2021

LAPTOP AID

HHRR Jr

- Full-cycle of the recruitment processes for full and part time hires.
- Employee wellness and counseling.
- Compensation and benefits programs.
- Health and safety of the workforce.
- Manages employee communication and feedback through company meetings.

2017 /2020

SMOOZETHIS (Amazon Market)

Implementation consultant/Customer Service

- Implementing effective search engine optimization strategies.
- Developing website content and landing pages.
- Work with social media and PPC (pay per click) team to optimize campaigns.

- Develop strategies to receive positive feedbacks from customer about recent transactions with the company.
- Develop new product channels distribution with analytical strategies to improve company sales.
- Work on the continuous improvement of processes and procedures to sustain a market's operations beyond its launch.
- Coordinate with hiring managers to identify company needs. Determine selection criteria.
- Customer Service team handling strategy.
- Interaction with Customers daily needs by phone, email and social media.
- Process Amazon orders and follow up from start to end to guarantee customer satisfaction.

2016 -2019

MARIATUTTI

Community manager

Customer Service

- Initial point of contact from vendors, clients, customers and institutions wanting any kind of interaction with the company from any social media for business or services needs.
- Developing and implementation of tactical plans to build an online community.
- Create and maintain social media content to capture new clients (Instagram, Facebook, twitter, Pinterest, newsletters).
- Review user generated comments and posts in a quick and timely manner.
- Enforce social media channels defined by the brand.

2009 – 2013

AMERICAN EXPRESS

Portfolio Senior Executive Risk International Dollar Card

Bank Relations Senior Analyst

- Interaction with senior officers at American Express Banks Partners in the U. S. and offshore and with Leaders of another Business Units in CSI, ICSS & Technologies for IDC Market, providing them an outstanding service experience and handling end to end processes, including new accounts, service, credit, fraud, financial support, SAC, etc.
- This position works closely with the Mexico Operations Center Management and with International Dollar Card ICSS Portfolio & Acquisition Team based in Argentina and Miami.
- Keys of the Position:

- Provide direct service to Senior and middle management of our Bank Business Partners and some Top mutual customers.
- New Accounts
- Risk (Credit, Fraud prevention)
- Servicing
- Keys to success:
 - Efficiency in case-handling issues
 - Partnership relation with Bank Managers and outstanding CMs
 - Flexibility - financial and case based
 - Tangible benefits for customer and partners
- Fraud prevention:
 - Monitor accounts daily activity patrons to supervise unusual, and or suspected transactions made on clients' account.
 - Administered system and application security.
 - Adopt and apply necessary tools and processes to fraud prevention.
 - Investigate and recover fraud patrons in order to develop preventions tools or improve the ones are being used.
 - Follow up processes in order to be updated to the latest fraud behaviors.

2003- 2007

TELEPERFORMANCE ARGENTINA (MSN, Microsoft Project).

International Technical Support Supervisor

Provide computer and internet English support to American customers. Escalation of advanced problems of the different product teams, to provide expert level troubleshooting.

- Monitoring of daily operation and adjustment of program parameters to increase performance, efficiency and quality:
- Participation on internal and client calibrations.
- Customer Satisfaction Analysis and Action Plans development.
- Reporting team performance, production and attendance.
- Reporting program metrics to improve team performance.
- Training and evaluating employees, created reports used to help employees reach and/or exceed monthly objectives.
- Responsible for QA and process improvement implementation for external internal movement.
- Formulated and instituted performance dashboards to proactively manage shifts in call volume, service levels, and abandonment rates

Education

2012/2022

Siglo XXI University, HHRR Bachelor's degree / Buenos Aires, Argentina

1999/2001

Sergio Arboleda University, Social communication / Bogotá, Colombia

1996

Port St Lucie High School, Bachelor graduated- International Exchange Student Program / International Exchange Program Florida, USA

1992-1995

Guillermo Rawson Institute High School / Buenos Aires, Argentina

Member of SHRM

Society for Human Resource Management