



CONTACT

Phone: (+54) 9 3493-66-9781

Email: vfortbetil@yahoo.com.ar

Location: Sunchales, Santa Fe,
Argentina

LinkedIn: Vanesa Fort Betil

EDUCATION & TRAINING

**Functional Training – Aerobic Life
Santa Fe**

Scrum

Looker Studio (Data Studio)

**Salesforce – LinkedIn Learning |
2025**

Power BI – ICES | 2023–2025

**Power BI Dashboards – LinkedIn
Learning | 2023**

**Diploma in Cooperative and
Mutual Management – ICES | 2022**

**Consultative Sales – Javier Roca |
2021**

Advanced Excel

Handling Difficult Situations

Emotional Intelligence

Leadership

Motivation and Productivity

Customer Empathy

**Difficult Conversations – Grupo
Sancor | 2020**

**Degree in Business Administration
(in progress) – Instituto Superior
Nº 403 | 3rd year**

SKILLS

- Communication
- Teamwork
- Conflict resolution
- Customer service
- Proactivity
- Microsoft Office Suite

VANESA FORT BETIL

Administrative Assistant

I am an administrative professional with over 10 years of experience in customer interaction.

I am characterized by my proactivity and strong organizational skills, along with effective communication, teamwork, and problem-solving abilities. I am passionate about being resourceful, autonomous, and delivering excellent service while contributing to organizational growth.

WORK EXPERIENCE

2018 – Present

Personal Trainer / Esferodinamia & Fitball Instructor

- Personalized training sessions at clients' homes and gyms.

2017 – Present

Customer Service Operator | Grupo Sancor Seguros

- Handle and resolve customer inquiries and claims.
- Process and manage incidents and claims efficiently and effectively.
- Provide information and guidance on products and services.
- Offer personalized customer service through social media and phone calls.
- Carry out collection management tasks.
- Develop and maintain customer relationships to ensure loyalty.

2012 – 2016

Call Center & Collections Operator | Huellas del Sol S.A.

- Make calls and manage collection efforts to recover outstanding debts.
- Request payment of social security contributions from companies.
- Maintain accurate and updated personal data records.

2012 – 2016

Accounting Administrative Assistant | Desico S.A.

- Update and maintain accurate records of accounting operations.
- Prepare and issue invoices and credit notes.
- Perform bank and accounting reconciliations.
- Carry out banking procedures such as deposits, transfers, and withdrawals.
- Manage and update employee records.

2005 – 2011

Administrative Accounting Assistant | Sancor Salud

- Record and account for financial transactions.
- Conduct collection management for companies and individual clients.
- Provide personalized service to companies and users.
- Perform bank and accounting reconciliations.
- Efficiently process and manage claims.
- Provide information and advice to clients.