

**PERSONAL INFORMATION**

**Mónica Gabriela Martínez Segura**

Age: 30 years old  
Cell phone: +503 7747-5746  
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**EDUCATION**

- 2012- 2013 High School Diploma  
Colegio Guadalupeño  
Graduated
- 2014- 2023 Bachelor's degree in modern Languages Specialization in French and English  
Universidad de El Salvador  
Graduated
- 2021-2023 Specialization in online Teaching of English Language  
Universidad de El Salvador  
Graduation Process
- 2024 Master's Degree in Translation English-Spanish and Spanish-English  
Universidad de El Salvador  
Currently studying

*Other studies:*

- Windows 10, Microsoft Office.
- Knowledge of French and English (advanced level, spoken and written)
- Spanish as native language
- Teaching languages skill

*Technical skills:*

- Use of photocopier, scanner, computer, and fax.

*Personal skills:*

Great organizational capacity, close and cordial treatment with customers, friendly in teamwork, work management under pressure, ease of learning, work adaptability, communication skills, responsibility, and punctuality.

## **WORK EXPERIENCE**

### ***Keyrenter Tulsa (Virtual Assistant)***

Marzo 2021- Currently

#### **Functions:**

- Virtual assistant of property managers at Keyrenter Property Management Tulsa, OK. (Real Estate Agents).
- Management of different tasks assigned by the property managers
- Follow up of work orders: to get in touch with contractors to get a follow up on repairing or cleaning in the property.
- Answering or returning missing calls from property managers.
- Assisting property managers with leasing, collections and leasing renewals process.
- Calling utility companies to transfer service, turn on or turn off service in the properties.
- Updating property manager's scorecards.
- Respond to applicants' inquiries.
- Manage move out and move in dates by adding them on property managers' calendars.

### ***Skycom El Salvador (Antiguo Cuscatlan, La Libertad)***

June 2020 - February 2021

#### **Functions:**

- Customer Service for patients with different inquiries about their insurance bills (Medicare, Medicaid, VA insurances, Workers Compensation Insurances, etc.)
- Payments after insurance (copays or self-payments)
- Payment Plans Set up
- Rebills of claims that were not billed to correct insurance or issues with coding
- Requests for Refunds when overpayments were made by error
- Modifications on patients' accounts
- Assistance for representatives of insurances when requesting itemized bills or reporting billing issues.
- Send itemized bills when patients required it

### ***European Academy (San Salvador)***

June 2019 – March 2021

#### **Functions:**

##### ENGLISH LANGUAGE TEACHER:

- IALS (Interactive Learning System) Teaching Technique by European Academy.
- Teaching of Basic, Intermediate, Advanced and Superior Level.
- Grammar Teaching based on the book “Grammar in Context 2” (for Intermediate and Advanced level), and “Grammar in Context 3” (for Superior Level) both from National Geographic Learning.
- Teaching groups and private classes.
- Monthly Rotating Schedules and Rotating Branches.
- Responsibility, punctuality, patience, confidence, understanding.
- Rigorous teaching program to follow every month with activities included.

### ***Teleperformance El Salvador (San Salvador)***

February 2018 – April 2019

Customer Service Representative for Hilton Reservations and Customer Care (HRCC)

- \* Experience of more than a year serving clients in English.

#### **Functions:**

- Telephone service to clients and users of the services of the Hilton Hotel Company in the United States.
- Resolution of cases related to modifications, cancellations, services, and reservations of the Hotel to clients and users of the Hilton Corporation in the United States.
- Provide detailed information on Hilton Hotels services and achieve monthly sales goals.
- Telephone service to clients and users of Hilton Hotels on the information corresponding to the services provided by Hilton Hotel through its website.
- Call coordination for sending forms to users and customers of the company in order to assess the degree of satisfaction and quality of care.
- Achievement of metrics in terms of average call duration, quality of service, sales, and customer service.

**WORK REFERENCES**

***Matt Lantz***

*Real Estate Property Manager  
Keyrenter Tulsa OK.*

*matt.lantz@keyrentertulsa.com*

***Lic. Carlos Francisco Jovel Urquilla***

*Team Leader  
Academia Europea*

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*6141-0842*

***Manuel de Jesús Anaya Fuentes***

*Hilton Reservations and Customer Care  
Teleperformance El Salvador*

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**PERSONAL REFERENCES**

***Mónica Pamela Ayala de Paz Díaz***

*Fiscalía General de la Republica*

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*7165-2827*

***Richard Antonio Molina Mejía***

*Consular Section  
Embassy of the United States in San Salvador*

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***Cristian Alexander Torres Meléndez***

*University Professor  
Specialization in French and English at Universidad de El Salvador*

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