Nancy Carballo Rojas

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PERSONAL INFORMATION +506 72194177

nanchy2808@gmail.com

Driving license B1 y A2

COMPETENCES

Microsoft Office Working under pressure Analysis capacity **Teamwork** Fast learning ability

> **LANGUAGES** Enalish C1 Mandarin HSK-1C

PERSONAL PROFILE

A hardworking student eager to develop competences in the area of study. Technologically savvy, I offer experience with the use of computer programs and social networks. Committed to safety and public welfare.

WORK EXPERIENCE

Professional Learning Coordinator in Securitas, Belén, Heredia

November 2024 - current

- Training new hires and senior operators.
- Creation of material, courses and workshops.
- Evaluation and continuous formation.

Security Operator in Securitas, Belén, Heredia

November 2023 – November 2024

- Call handling, email and incident management.
- Mentoring new people in the team.
- Recognized for good performance in handling and documenting incidents.

Receptionist in Hotel Arenal Rossi, Fortuna, San Carlos

October 2016 - February 2018

- Answer phone calls, receive customers and manage all reception responsibilities.
- Provide customers and potential customers with information about the tourist services and activities offered.

Software Quality Assurance in Global Business System, Ciudad Quesada, San

August 2018 - March 2019

Design and execution of functional and non-functional tests for computer programs.

ACADEMIC FORMATION

Teaching of literature and Spanish Master degree, Universidad de Costa Rica 2024 - current

First year of career

Public Administration degree, Universidad de Costa Rica

2021 - current

Third year of career

Teaching of literature and Spanish degree, Universidad de Costa Rica

2019 - 2023

Graduated with honors

OTHER STUDIES

Software Quality Controller Technician, Instituto Nacional de Aprendizaje July 2018 – December 2018

Business Administration Technician, Tecnológico de Costa Rica January 2017 – December 2017

™ EXTRACURRICULAR ACTIVITIES

Firefighter volunteer in Benemérito Cuerpo de Bomberos de Costa Rica, Palmares, Alajuela

October 2022 - Current

ACADEMIC EXPERIENCE

Professional practice in Spanish teaching

Santo Cristo de Esquipulas High School May 2022 – July 2022

Educational Resarch class

Teaching assistant

2022 - 2024

Correction of homework and projects.

Cátedra de Seminarios, General Studies System

Assistant

2021

- Teaching supporting
- Register of minutes

Arturo Agüero Chaves Library

Assistant

2021 - 2022

- Collaboration in the design and revision of Facebook and Instagram posts.
- Development of a literature database.
- Digitization of books and other requested documents.