

7 | May | 1996 Montevideo, Uruguay rocio.sosamachado@gmail.com (598) 099577043

## **Audiovisual Studies**

Escuela CARNE 2023 - Current

## **FullStack Developer**

Senpai Academy 2021 - 2021 (Completed)

# Industrial Design Degree - Product

Escuela Universitaria Centro de Diseño UdelaR 2015 - 2023 (Completed)

## Work Experience

## **Graphic Design**

Amén McCann (2024)

## Graphic Design | Illustrator | Content Creator | Photographer.

Benteveo UY | @benteveo.uy (2023 - 2024)

## Contributor Technical and Applications Support

Sabre Global | (2019 - 2023 )

## **Technical and Product Support**

E - Teacher Group (2018 - 2019)

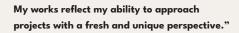
## **Customer Service Representative**

Alorica (2016 - 2018)

## Designer | Illustrator

Freelance (2018)





## **Personal Values**

| Responsability | Dedication  |
|----------------|-------------|
| Puntuality     | Flexibility |
| Creativity     | Curiosity   |
| Fellowship     | Humility    |
| Solidarity     | Optimism    |

## Languages

Spanish

English

First Certificate in English (Approved)

## **Habilities**

Photography and Video Adobe Creative Suite package
Social Media Content Communication

Visual Identity Problem Resolution Capacity

UX / UI Knowledge IT / Technical Support

Office Package Blender
Mockups Figma

Graphic Design Wondershare Filmora

#### Amén McCann

## **Graphic Designer, Video Editor assistance (July 2024 - Nowadays)**

Amen McCann is a Uruguayan advertising agency recognized for working with important Uruguayan brands. Some of my duties were:

- Adobe Creative Cloud package.
- Creation of engaging content for social media. Design of visual pieces for street and in-store signage. Email marketing design.
- Generation of creative ideas for advertising.

#### **Benteveo UY**

## Graphic Designer, Illustrator, Content Creator, Photographer (June 2023 - Nowadays)

At Benteveo I was part of the Graphic Design team. Some of my duties were:

- Generate attractive Visual content for Social Media (Illustrations and general graphic content).
- Edited Photos and Videos for Instagra's reels and posts.
- Packaging design experience for product labels.
- Suggested ideas for Social media content.
- UX/UI contributor for Benteveo's Website.

#### Sabre Global

### Contributor Technical and Applications Support (Nov 2019 - Sep 2023)

At Sabre I was part of Sabre Technical Support Team providing on-line and off-line support to Global Travel Agencies. Some of my duties were:

- Troubleshoot technical issues with Sabre Red 360 app.
- Escalate using IIRA Tickets.
- Processed more than 400 cases per day.
- Configures software to set up for Travel Agents using remote support connection tools.
- Provided Support to Sabre Red 360 Red Apps and Sabre Applications.

## E - Teacher Group

### Technical and Product Support (Oct 2018 - May 2019)

At E - Teacher Group I was part of the Technical Support Team providing on-line and off-line support to Global on-line Students.

Some of my duties were:

- Troubleshoot technical issues when Users were unable to access into their classes.
- Escalate difficult issues.
- Processed more than 300 cases per day.
- Configures software to set up for Students using remote support connection tools.

### **ALORICA**

#### **Customer Service Representative (Nov 2016 - Sep 2018)**

At Alorica I was part of the Amazon.com Customer Service Team providing on-line and off-line support for Amazon clients (US and Mexico markets).

Some of my duties were:

- Provided excellence in the customer support area, helping to resolve doubts and providing the best solutions...
- Assistance to clients by phone, attending to multiple cases a day.