



My works reflect my ability to approach projects with a fresh and unique perspective.”

Rocío Sosa Machado

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

Personal Values

- Responsability
- Punctuality
- Creativity
- Fellowship
- Solidarity
- Dedication
- Flexibility
- Curiosity
- Humility
- Optimism

Languages

Spanish

English

First Certificate in English (Approved)

Habilities

- Photography and Video
- Social Media Content
- Visual Identity
- UX / UI Knowledge
- Office Package
- Mockups
- Graphic Design
- Adobe Creative Suite package
- Communication
- Problem Resolution Capacity
- IT / Technical Support
- Blender
- Figma
- Wondershare Filmora

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)

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 Instagram'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 JIRA 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.