

Daniela Soto

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4721 McPherson Ave. Apt. 2SW, St. Louis, MO 63108

PROFESSIONAL SUMMARY

Determined and goal-oriented professional with a global perspective and the ability to successfully manage business projects, international business, sales, and marketing operations. Experienced in working for multinational organizations. Strong understanding of the business process, international cultures and values with history of leveraging cultural awareness to build lasting business relationships. Self-motivator with excellent communication skills.

SKILLS

- Bilingual (Spanish)
- Social media administration
- Customer service
- Sales strategies
- Office administration
- Event planning
- Management of personnel
- Accounts payable / receivable
- International logistics

EDUCATION

Lindenwood University, St. Charles, Missouri March 2013
Master's in Business Administration, with special emphasis in Marketing and International Business
Member of Delta Mu Delta - International Honor Society for Business - GPA 3.93

Maryville University, St. Louis, Missouri December 2010
Writing Theme Composition - Business Communication

Universidad Católica Boliviana, La Paz, Bolivia June 2007
B. A. Commercial Engineering – Graduated with Honors

WORK EXPERIENCE

Young Living, O'Fallon, Illinois May 2012 - Present
Executive Assistant

- Broadcast e-mail campaigns, newsletters, and support social media to provide timely and targeted communications
- Translate marketing material and record webinars and audiovisual material into Spanish
- Coordinate and schedule executive meetings, events, webinars, and travel plans
- Update and maintain database records of customer profiles and prepare status reports

Lindenwood University, J. Scheidegger Center for the Arts, St. Charles, Missouri October 2011 – March 2013
Graduate Assistant

- Administered accounts payable and purchase orders
- Supported Graphic Design Director with creative/conceptual ideas
- Developed and designed e-Books for tablets and iPads with educational material for graphic design students
- Assisted developing and processing copyright registrations of commercial logos

Belcorp, La Paz, Bolivia September 2010 – September 2011
Territory Sales Manager

- Resolved customer complaints regarding sales and service reducing returned goods by 40%
- Planned, recruited, and directed staffing, training and performance evaluations to achieve sales goals
- Guided, directed, and motivated a 350 salesperson team increasing sales by 35%
- Managed a designated territory to maximize monthly revenue growth

Federal Express, La Paz, Bolivia August 2008 – February 2009
Customer Service Agent

- Supervised four Customer Service Agents in two branches to ensure customer retention
- Provided support and customer service on all shipping related issues
- Built customer database for improving, reporting, tracking, and customer satisfaction
- Examined shipment contents and documents to ensure accuracy and integrity

KPMG Bolivia – Ruizmier Rivera Outsourcing S.R.L., La Paz, Bolivia February 2007 – July 2008
Junior Consultant I

- Processed invoices and accounts payable for Procter & Gamble Bolivia and Perú through SAP
- Administered petty cash
- Reviewed legal documentation of imported merchandise for Procter & Gamble Bolivia
- Prepared inventory reports

National Symphony Orchestra of Bolivia, La Paz, Bolivia October 2004 – June 2008
Public Relations Assistant

- Maintained effective working relationships with clients, government officials, and media representatives and used these relationships to raise funds and promote cultural events
- Evaluated advertising and promotion programs for compatibility with public relations efforts
- Coordinated and met with media contacts