Paola Yvette Treviño Gonzalez

Professional in written production, customer service (Japanese-Spanish), teacher assistant/caregiver in an international nursery school (Japan) with an immersive environment in English, adviser to first and second semester university students as part of social service (Mexico)

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Address: Mexico City, Mexico

Industry: Other

Qualification: Bachelors

Availability: Immediately

Good knowledge of MS Office; photographic capture; professional telephone manner; customer oriented attitude; spelling and style correction: production of reports, essays, summaries, synoptic tables, diagrams; analysis and synthesis, critical, debate, research and propositional capacity: individual and team work; problem solving; willingness to travel; special attention to detail; good memory; adaptability; quick learning and improvement.

# EDUCATION

## Bachelors Degree

Philosophy at Facultad de Estudios Superiores Acatlán, UNAM - Mexico, Mexico

August 2008 to April 2015

## Diploma

Japanese language course at SNG - Shinjuku Japanese Language Institute - Tokyo, Japan

April 2021 to March 2023

# EXPERIENCE

## Child care aide

Yoga International School (LOVE THY NEIGHBOR Co., Ltd.) - Tokyo, Japan

August 2022 to February 2023

Support the English teacher and the caregivers with the children in various activities such as feeding them, changing their clothes and diapers, cleaning them, playing, taking care of them (inside and outside the school, since activities such as trips to the park were carried out), monitoring their sleep and health, support them in their learning, speak to them in English; as well as helping in the cleaning and maintenance of the school, toys, utensils, and others.

## Japanese-Spanish bilingual telephone agent

Quálitas Compañía de Seguros (vehicle insurance company) - Mexico City , Mexico June 2017 to February 2021

Answer calls (Spanish and Japanese) in incoming flow requiring roadside assistance or reporting vehicle accidents; prepare reports and send the required emergency services (ambulance, police, adjuster, tow truck, locksmith, tire change and dispatch of electric current service); follow up on reports.

## Audit trainee internship

Auditoría Superior de la Federación (Superior Audit of the Federation) - Mexico City , Mexico February 2016 to December 2016

Direct participation in the preparation of special performance audits of budgetary programs, within a team with auditors, department head and deputy director.

# SKILLS

* Spanish (Master)
* Japanese (Proficient)
* English (Competent)

# ADDITIONAL INFORMATION

Employment certificates, recommendation letters, proof of studies and language certifications available upon request.