

Sebastian Castro

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WORK EXPERIENCE

B2E Marketing

Nov. 2021 – Present

E-Commerce Assistant

New Jersey, USA. (Remote).

- Optimized and streamlined Excel files used for client reporting, reducing the time required for each report from one hour to twenty minutes.
- Created a database containing the email addresses of ten thousand potential customers, using web scraping and natural language processing to extract contact information from existing sites.
- Acquired ten potential clients in four months through cold calling and cold emailing.

Teleperformance

Jun. 2021 – Nov. 2021

Bilingual Sales Representative for Avis and Budget

Chihuahua, MX.

- Maintained a monthly customer satisfaction rating of ninety-five percent or higher.
- Decreased average call time by adapting communication style to each customer, holding an average handle time of six minutes.
- Achieved one-call resolution ninety percent of the time, exceeding the center's goal of eighty-five percent.

Costilla Morena

Sep. 2020 – Jun. 2021

Restaurant Manager

Chihuahua, MX.

- Managed a team of nine people to maintain and produce sales during COVID-19.
- Identified and corrected three pricing errors on the menu, increasing both sales and profits.
- Trained and advised five sales staff members on customer service best practices, leading to repeat business and a positive reputation for the restaurant.

Hangzhou Wulin One

Dec. 2017 – Mar. 2020

Private English Tutor

Hangzhou, CN.

- Designed lesson materials and activities to improve memory and comprehension of English language for one eight-year-old student, including flashcards, videos, learning games, music, and art.
- Developed two to four tests and study guides per month to accommodate the student's learning needs.
- Devised a system to track the performance, academic growth, and personal development of student.

EDUCATION

Zhejiang Gongshang University

Jun, 2023

Bachelor of Business Management in E-commerce

Hangzhou, CN.

Google

Apr, 2023

Google Project Management: Professional Certificate

Online.

Zhejiang University

Jun, 2018

Chinese Language Program

Hangzhou, CN.

SKILLS

Languages: Spanish (Native), English (C2), Mandarin (B2). **Technical:** HTML, CSS, JavaScript, Illustrator, Google Analytics, Excel VBA.