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| PERSONAL INFORMATION | Regina Viviana Valdivieso Paredes |
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|  | 3164 F.Floor Kucha Tara Chand Darya Ganj, New Delhi, 110002  Permanent:Mz. G’ Lt. 3, Laurel Rosa, Lima, Lima 34, Peru |
| +91 7042661509 |
| regina.valdivieso@gmail.com |
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| Sex F | Date of birth 09/09/1991 | Nationality Peruvian |

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|  | Service Administration Bachelor, spanish native speaker with advanced English skills and Microsoft Office at an intermediate level; with interest in the areas of Human Resources, Customer Service and Marketing. |

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| WORK EXPERIENCE |  |

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| **03/11/2014 to 04/04/2015**  **24/04/2013 to 15/10/2014**  **27/02/2012 to 30/02/2013** | Showroom Hostess - Sale and Marketing Support (Intern)  Big Boy Toyz Pvt. Ltd.- 391, M.G. Road Ghitorni, New Delhi 110030, India.   * Welcome the clients, vendors, staff on arrival and thanking them on departure. Build customer experience, serve customers and be the first point of contact. * Interaction with clients, senders, vendors, staff at the company and facilitating communication between the company and the customer through mails, calls and in person. * Planning organizational operations in the showroom and taking care of smooth functioning of the showroom. * Participation in the company events.   Pre-owned exotic cars dealership.  Human Resources Assistant |
| VIETTEL PERÚ S.A.C. – 878, 21 Street, Lima, Peru. |
| * Responsible of the preparation of labour contracts (new and renewal) in the headquarters. * Preparation of branches’ contract inventories for subsequent signature of the General Director at the headquarters. * Responsible of the smooth conduct of the branches in the hiring process. Verification of dates and salaries of new staff. * Responsible of the contracts submission to the Ministry of Labour through the virtual platform (Knowledge of contract mass registration). * Verification and updating the database of nationwide hiring (29 branches). * Update the HR system (StarSoft) in order to process the staff payroll. Support in recording the system concepts for the corresponding payment to workers. * Responsible for the wage increases nationwide, including the updation in the StarSoft System. * Receiving personnel requirements of the applicants’ areas for recruitment and selection process. * Responsible of the formal staff recruitment and selection publication in the online platforms. * Conducting in-depth interviews in English to applicants. * Responsible of the inclusion for new staff at the headquarters. * Knowledge of the processes “high” and “low” in the T-Register (System to record and report to the Peruvian State about the new workers and job separations). * Personnel disclosure to chiefs for subsequent Request for Wage Increase, Renovation and / or non-renewal of the employees. * Management of virtual training platform and evaluation (E-Learning) by setting examinations for commercial staff. * Preparation of short-term training plans for commercial staff. * Prepare the reports on training outcomes through the information provided by the E-Learning system. * Support the submission of documentation for audits by the Ministry of Labour.   Telecommunication Sector |
| Human Resources Intern  YAMAHA MOTOR DEL PERÚ S.A.C.   * Support the recruitment process with the publications in the job web pages and carrying the curriculum filter. * Support the interviews and psychometric assessments. * Conducting employment reference requests. * Participation in meetings of analysis and improvement of the area. * Management and control of the staff assistance system. * Support the various welfare activities organized by the area. * Registration of staff training. * Preparation of internal company Manuals. * Verification of required documents for new personal inclusion. * Support the official documents translation.   Sale, maintenance and repair services of motorcycles. |

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| EDUCATION AND TRAINING |  |

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| **2008-2013** | Service Administration – Universidad de Piura |  |
| Bachelor, Service Administration (Service Management Specialty). | |
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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Spanish | | | | |
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| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | Advanced | Advanced | Advanced | Advanced | Advanced |
| French | Intermediate | Intermediate | Intermediate | Intermediate | Intermediate |
|  | DELF A 1. | | | | |
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| Communication skills | * Good listening skills gained through my experience as human resources assistant and Trainee. It demands to listen, understand the workers’ necessity, and help them in a proper way. * Empathy and respect even if I disagree with an employer, co-worker or employees’ idea, letting them know about my point of view to be consider too. ▪ * Confidence while trying to convey my idea or point of view. | | | | |

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| Organisational / managerial skills | * Attention to detail in every task assigned. * Good analysis skills gained through the everyday situations that required a prompt and wise decision. * Creativity to suggest improvements in the department’s processes. * Collaboration in any pending task of the teamwork/Department. ▪ * Commitment in the task and responsibility assigned. * Ability to learn and take on new challenges leading to professional improvement. |

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| Job-related skills | * Adapting new procedures according to reality through a feedback to the head or immediate superior. * Analyzing data to present reports about staff nationwide. (Salaries, Increase of Salaries, Position Changes and promotions, weekly task compliance). ▪ * Coping with deadlines. (Contracts need to be presented to Labour Ministry every month. Conditional to penalty payment for date infringement). * Organizing tasks and prioritizing work due to the demanding assignments or support request from another units |

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| Computer skills | * Good command of Microsoft Office™ tools |

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| Other skills | * Electronic organ and violin. |

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| ADDITIONAL INFORMATION |  |

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| Projects  Honours and awards | INEI- National Institute of Neoplastic Diseases: Participation in the Update Project about the Assistance Processes of Surgery Center developed from 21 May to 27 June 2012.  Being located in the upper fifth along the university studies. |