

ALEXANDRA VILLAMONTE

CUSTOMER SERVICE

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SUMMARY

Customer-focused professional with 9+ years of experience delivering high-quality service in fast-paced, client-facing environments across healthcare, executive support, and personal services. Proven ability in customer communication, complaint resolution, appointment coordination, CRM record management, and service excellence. Recognized for maintaining confidentiality, improving workflow efficiency, and building strong client relationships. Adept at handling high call volumes, multitasking, and meeting service KPIs.

EXPERIENCE

11/2021 - Present

Dubai, UAE

Personal Assistant

Federico Cartabia – Soccer Player

- Manage daily schedules, appointments, and commitments to ensure smooth coordination and timely execution of all tasks.
- Act as the primary point of contact for clubs, agents, sponsors, and service providers, delivering professional and responsive communication.
- Handle emails, calls, and confidential correspondence while maintaining discretion and data privacy standards.
- Coordinate domestic and international travel arrangements, including flights, accommodation, visas, and ground transportation.
- Organize logistics for matches, training sessions, meetings, and events to support uninterrupted professional activities.
- Prioritize multiple personal and professional tasks effectively in a fast-paced environment.
- Anticipate needs and resolve scheduling or logistical issues promptly to maintain operational continuity.
- Support overall career management by maintaining structured workflows and ensuring daily operational efficiency.

05/2021 - 10/2021

Dubai, UAE

Personal Assistant

Paola Visconti – Dynowish Foundation

- Supported daily operations and managed schedules to ensure smooth coordination of meetings and executive tasks.
- Assisted in sales activities by preparing proposals, tracking leads, and following up with clients.
- Communicated with clients, partners, and internal stakeholders through email and phone while maintaining professionalism.
- Managed incoming and outgoing correspondence, ensuring confidentiality and accurate documentation.
- Organized appointments, meetings, and events, contributing to improved workflow efficiency.
- Maintained records, files, and contact databases to support administrative and client service functions.
- Resolved scheduling conflicts and administrative issues promptly to ensure uninterrupted daily operations.

03/2018 - 02/2021

Dubai, UAE

Nanny /AU Pair

Spanish Private Family

- Provided full-time childcare for two children, ensuring a safe, nurturing, and supportive environment at all times.
- Planned and organized daily routines, school schedules, and extracurricular activities to maintain structure and consistency.
- Prepared nutritious meals and managed daily household needs while promoting healthy habits and well-being.
- Supported children's learning through educational and creative activities tailored to their developmental needs.
- Maintained clear communication with parents regarding daily activities, progress, and individual care requirements.

05/2017 - 02/2018

Lima, Peru

Medical Receptionist

Medical Center Gamarra

- Managed high-volume incoming calls and patient inquiries as the main telephone operator, ensuring clear and timely communication.
- Registered patients and maintained accurate electronic and paper records while following confidentiality and data protection standards.
- Coordinated doctors' schedules and patient appointments to support smooth daily clinic operations and reduce waiting times.
- Assisted patients with inquiries, directions, and appointment changes while maintaining a professional and empathetic approach.

EDUCATION

2003 - 2006

San Isidro, Peru

- Professional Technical Degree Program in Nursing
[Ricardo Palma Higher Education Institute \(IESRP\)](#)

TRAINING / COURSES

Nursing Assistant Training

Newton Training Center, Dubai, UAE, (2023 - 2024)

Secretarial and Office Management Course

Connect Global Education, Dubai, UAE, (2023)

KEY ACHIEVEMENTS

Recognized for consistently delivering high-quality customer service by effectively handling inquiries, resolving issues, and maintaining a professional and empathetic approach.

Improved appointment scheduling and record-handling processes, resulting in smoother daily operations and reduced service delays.

Successfully managed high-volume calls, emails, and in-person interactions while maintaining accuracy, service quality, and timely follow-up.

Built strong, long-term relationships with clients, patients, and stakeholders through clear communication, reliability, and attention to customer needs.

STRENGTHS

Customer-Centric Approach

Consistently focused on understanding customer needs and delivering positive service experiences.

Problem-Solving Ability

Able to assess situations quickly and resolve customer concerns efficiently while maintaining service standards.

Strong Communication Skills

Confident in handling phone, email, and face-to-face interactions with clarity and professionalism.

Multitasking & Time Management

Effectively manages multiple tasks in fast-paced environments without compromising accuracy or service quality.

SKILLS

Customer Support & Client Relationship Management

Call Handling & Front Desk Operations

Complaint Resolution & Service Recovery

Appointment Scheduling & Calendar Management

CRM & Patient Record Management

Email & Telephone Etiquette

Data Entry & Documentation Accuracy

Service Quality Standards

Multitasking in High-Volume Environments

Confidentiality & Compliance

Microsoft Office (Word, Excel, Outlook)

Cross-Cultural Communication

LANGUAGES

English - Proficient

German - Basic

Spanish - Native

REFERENCES

Available upon request