**PROFILE**

Friendly and personable individual with 8 years of experience in Customer Service, administrative roles, and Legal issues. A team player who is hands-on, adaptable, and able to handle multiple tasks. Quick learner looking for a part-time or full-time position. Available immediately.

* Strong communication skills fluent in English and Spanish.
* Hard working, adaptable, organized, friendly and punctual.
* Advanced Microsoft Office Skills (Word, Excel, Power Point, Google Drive,Outlook, Data Base SIGIDO)

**EDUCATION**

**POST-GRADUATED DEGREE IN PROCEDURAL LAW**

**Graduated in September 2020**

Universidad Libre, Bogotá, Colombia

**LAW DEGREE**

**Graduated in September 2018**

Universidad El Bosque, Bogotá, Colombia

\*Currently the equivalences of my titles and degrees are being processed by the International Credential Assessment Services of Canada (ICAS) at its Ottawa office.

**PROFESSIONAL EXPERIENCE**

**Legal and Administrative Assistant.**

**NGO EN VERO, Ottawa, Canadá. June 2021- Present**

* Representing clients who have been unfairly incarcerated to obtain their freedom. Currently representing clients in Canada, Colombia, and Mexico.
* Providing advice to the NGO Director regarding the course of action recommended for each case, based on research and analysis.
* Drafted legal documents
* Drafted correspondence addressing inquires and request to additional information.
* Provided administrative support to internal clients of NGO En Vero, processing correspondence, updating files and databases.

**Associate**

**FIRM STRATEGY AND LAW,Bogota, Colombia June 2019-May 2020**

* Represented clients in civil and criminal matters.
* Attended hearings to defend clients’ interests.
* Drafted legal documents, lawsuits, and answers to civil complains.
* Managed correspondence and updating files.

**Administrative and Legal Consultant**

**MP Infrastructures of Colombia, Bogotá. April 2018– May 2020**

* Managed and applied for loans on behalf of the company and advised on capital investments from shareholders to achieve profit targets.
* Drafted legal contracts with vendors to ensure the supply of materials for the different construction projects.
* Managed Human Resources and disciplinary proceedings when needed.
* Facilitated the reception of supplies of materials, and machinery used in the company construction projects.
* Adjusted inventory records to maintain accuracy.
* Approved requisitions to maintain flow of supplies.

**Legal Clerk**

**Air force-** **Ministry of Defense, Bogota, Colombia August 2017 – August 2018**

* Handled and maintained sensitive and confidential information in an extensive filing and data base system of investigations against military members for violation of human rights.
* Reorganized the filling and purging of over 10,000 disciplinary files.
* Provided administrative support to internal clients of the Air Force, processing correspondence, updating files and databases.
* Provided mail services, reception, and distribution. Microfilming and records management.
* Implemented a control management system for the stock room, improving the flow of requisitions.
* Drafted correspondence addressing inquires and request to additional information.
* Liaised with various stakeholders and community partners to provide service to the Air Force active members.
* Provided customer service to members of the Air Force, including receiving and recording complaints from the public in person and over the phone.
* Processed complaints and investigations applying policy guidelines and rules and regulations.

**Clothing Salesperson**

**Totto S.A, Bogota, Colombia January 2011 – September 2016**

* Checked in store merchandise stock, prepared requisitions to guarantee minimum inventory.
* Managed and facilitated the reception of thousands of items dispatched from a central warehouse, including packing and weighing parcels.
* Adjusted inventory records to maintain accuracy.
* Reviewed and resolved monthly gains and losses of inventory.
* Prevented the distribution of expired/recalled and defective products.
* Prepared documents for every approved dispatch of outbound delivery.

**Volunteer experience in Canada.**

* Amnesty International, Canadian Group against illegal detentions. Ottawa chapter joined March 2022.