

# Sebastian Albornoz



Dynamic bilingual professional with 5+ years of experience in administrative support, logistics, and customer-facing roles across the U.S. and Ecuador. Highly organized, proactive, and skilled in CRM/SaaS tools, executive support, and remote operations.

## EXPERIENCE

### **ROPIO-ICC — Remote Medical & Customer Service Interpreter**

AUGUST 2025 - PRESENT

- Interpreted 30–40 daily medical calls, supporting insurance, scheduling, pharmacy, and billing inquiries.
- Facilitated accurate communication between patients, providers, and insurance teams.
- Maintained HIPAA compliance while delivering clear, professional support in fast-paced environments.

### **6080 Design Hotel by Eskape Collections, Miami, USA — Customer Service Representative & Guest Services Coordinator**

JANUARY 2023 - DECEMBER 2024

- Managed guest check-ins/check-outs, service calls, and bookings using WebRezPro, Akia, and Striven.
- Coordinated with housekeeping, maintenance, and F&B teams to ensure smooth operations.
- Maintained 92% guest satisfaction through proactive service, follow-ups, and issue resolution.
- Processed payments, resolved guest concerns, and accurately documented service details.

### **Consorcio Finca La María, Quevedo, Ecuador — Logistics & Administrative Coordinator**

MAY 2021 - DECEMBER 2022

- Managed inbound/outbound logistics, inventory tracking, and procurement for construction sites.
- Created and maintained detailed reports for stock, purchases, and deliveries
- Collaborated with supervisors and vendors to align operations with project timelines.
- Improved efficiency of warehouse and materials coordination by standardizing workflows.

## SKILLS

Administrative Support

Project coordination

Hospitality Management

Tools: Canva, Autocad, WebRezPro, Slack, Akia, Striven, Zendesk, Monday.com

KPI Tracking & Goal Achievement

Procurement

Data Entry

## LANGUAGES

English - Native

Spanish - Native

## **Laundromat La Perfecta, Quito, Ecuador — *Administrative & Operations Manager***

OCTOBER 2017 - FEBRUARY 2021

- Oversaw daily admin and customer service operations across 9 laundromat branches, ensuring consistent service standards.
- Managed customer orders and service requests using Zendesk, improving follow-ups and retention.
- Supervised multi-location staff, schedules, logistics, and inventory to streamline operations and control costs.
- Supported branch sales and owner reporting, including financial records, buyer coordination, and vendor relations.

## **EDUCATION**

### **Universidad Católica Santiago de Guayaquil, Guayaquil — *Architecture***

2016 - 2021