

Camilo Molina

Specialist in Customer Success & Human Resources with a DEIB focus
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PROFESSIONAL SUMMARY

Psychologist in training with a diverse professional background integrating personal resilience, inclusive education, and leadership skills. Extensive experience creating learning and work environments that foster emotional well-being, collaboration, and adaptability to diversity. Skilled in designing innovative, tailored solutions addressing individual and organizational needs, promoting greater adaptability to changes and challenges.

WORK BACKGROUNDS

Coca-Cola FEMSA

COMMERCIAL SERVICES
HYBRID
05/2024 - PRESENT

PowerToFly

CUSTOMER SUCCESS ASSOCIATE
REMOTE
10/2021 - 05/2023

UNIVERSIDAD DE BELGRANO

PROFESSOR IN TOURISM & THESIS WORKSHOP
BUENOS AIRES, ARGENTINA
08/2016 - 03/2023

MUNDO SALAD

FRANCHISE MANAGER
BUENOS AIRES, ARGENTINA
01/2017 - 08/2018

JP MORGAN & CHASE

SR. BUSINESS RESEARCH ANALYST
BUENOS AIRES, ARGENTINA
09/2011 - 11/2014

- Designed human-centered strategies to optimize interdepartmental collaboration, achieving a 45% increase in overall satisfaction.
- Implemented tailored solutions to resolve conflicts and improve communication, fostering resilient environments that promoted inclusion and adaptability to changes.
- Fostered trust-based relationships by providing emotional support to clients during transitions, resulting in a 20% increase in client retention.
- Applied active listening and assertive communication to address individual needs, contributing to a 15% improvement in client ratings and promoting diversity in interactions.
- Developed innovative pedagogical methods promoting inclusive and resilient learning, improving student retention rates by 15%.
- Encouraged a participative environment by integrating students of diverse abilities and cultures through collaborative activities and projects, emphasizing adaptability development.
- Recruited and trained diverse teams, prioritizing professional and emotional skills development and group cohesion.
- Implemented effective communication strategies that strengthened organizational structure and improved stress management in high-pressure situations, fostering an inclusive work environment.
- Analyzed organizational and team patterns to identify opportunities for improving collaboration, workplace well-being, and diversity.
- Contributed to data-driven decisions, increasing profitability by 25% through strategies that integrated diversity and adaptability.

ADVANCED SOFTWARE SKILLS

- MS Office
- Canva
- Google Drive
- CorelDraw
- Google Analytics
- Moodle
- Slack
- SEO
- Asana
- SQL/SAP

PERSONAL SKILLS

- Empathy and emotional management
- Development and evaluation of inclusive programs
- Analysis of qualitative and quantitative data
- Leadership in diverse and adaptive environments

LANGUAGES

SPANISH:	NATIVE LANGUAGE	C2
ENGLISH:	Proficient	C2
PORTUGUESE:	Advanced	C1
FRENCH:	Intermediate	B1
ITALIAN:	Elementary	A2

PERSONAL INTERESTS

- Theater
- Writing and redaction
- Yoga
- Disability in right hemiparesis

EDUCATION

Universidad Internacional de Valencia – Valencia | Expected in 2025

Universidad Europea del Atlántico – Spain | 2022

Universidad de Belgrano – Buenos Aires, Argentina | 2019

Washington School – Buenos Aires, Argentina | 2002

Bachelor of Science: Psychology

Master of Science in Education, focusing on cultural transformations and inclusive education

Bachelor in Hospital Administration

Highlighted Project: Gastronomic Tourism in Argentina

English-Speaking Bilingual Baccalaureate with a focus on Communication

PUBLICACIONES

- [El principio de un](#) segundo comienzo, una historia de resiliencia. Molina, C. (2024).
- [Transformaciones culturales y sus impactos en los procesos humanos](#) Perspectivas (2021).

CERTIFICACIONES

- Coach Ontológico (ICF) - 2024
- Diploma en Programación Full-Stack (UTN) - 2022
- Yoga Trainer: 200 Horas (Bihar School of Yoga – WYF) - 2020

WORK REFERENCES

- Coca-Cola FEMSA Fiorella Sanatoro, RR. HH. V.P.: (+54) 3827 5014
- Universidad de Belgrano Luis Feijóo, Hospitality & Tourism Director: (+54-11) 4788 5400
Inés DeLarrechea, Vice President:
- J.P. Morgan & Chase (+54-11) 5235 2245