



# JERONIMO AGUSTIN PIERINI

- HR advisor with 7+ years of experience in the construction business
- Assisted in implementing new inventory software, improving management of machines in all work sites
- Implemented improved system for keeping up-to date information on insurance
- 3+ years of experience in CSR, with multiple employee of the month certifications

## EDUCATION

High school Diploma  
Business administration  
Int. Parroquial del Pilar  
2005 - 2008

Bachelor degree in  
Psychology  
University of Belgrano  
2021 - Present day

## SKILLS

Advanced proficiency in Office  
Suit  
Experience with Physis software  
Proficient in GSuite

## LANGUAGE

English  
Spanish

## WORK EXPERIENCE

○ Aug 2015 - Present  
Obras y Sistemas S.A. - Buenos Aires  
**H.R. Advisor - On-site Administrator**

- Payment of salaries and wages
- Managing of hiring and layoffs
- Insurance management
- Invoice entry
- Creation and managing of construction expenses distribution sheets
- Management of billing and documentation from subcontractors

○ Jul 2014 - Jan 2016  
Atento! S.A. - Ford Inhouse  
**Customer Service Representative**

- Customer assistance service for Ford Motor Company Argentina
- Handling of pre or after-sales inquiries

○ Jun 2011 - Jul 2013  
IBM - Project GM CARS  
**Customer Service Representative**

- Customer assistance service for GM customers in the U.S.
- Managing of general inquiries regarding all of GM brands
- Tier 2 level promotion, working directly with NE region Cadillac and Buick dealerships
- Handling of escalated situations, managing compensation and the reaching of a satisfying outcome, maintaining customer loyalty in the process