

Diomira De Los Angeles Becerra Guerrero

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Barrio San Luis
Cúcuta 540004

Driving License
A1 y B2

Skills

Communication Skills

Customer Support

Social Media Management

Community Engagement

Patient Assessment

Bilingual Communication

Inquiry Resolution

Problem Solving

Time Management

Content Creation

Languages

Inglés Intermedio

Español Nativo

Additional Activities

Scout Chief

Humanitarian volunteer

Human rights defender

Animalist

Professional Experience

Freelancer at Outlier.ai 2025 - until now
Outlier.ai , Worldwide

Participated in different projects including Xylophone Acting, Xylophone Grassland, Xylophone Conversation, and Real Time Audio. Responsible for recording different pieces of high quality audio having conversations with friends, 15 minutes each, to train artificial intelligence.

Community Manager 12/2023 - Present
Rock Brothers Studios , Cúcuta

Responsible for managing the online community, engaging with users, and overseeing the website's content and functionality. Ensure effective communication and interaction with community members, and maintain the website to provide a seamless user experience.

Bilingual Virtual Customer Service Agent 9/2022 - 6/2023
Amazon , Cúcuta

Responsible for assisting customers and drivers in the SDS department, providing support and resolving inquiries in a bilingual capacity.

Community Manager and Content Writer 3/2016 - 5/2023
Hype Company S.A.S. , Cúcuta

Responsible for managing social media accounts, creating and editing content for social media, corporate emails, and outreach calls to potential clients and suppliers in English. Also acted as a translator for social media content.

Customer Service Agent Trainer 12/1999 - 5/2005
UCAB , Caracas, Venezuela

Responsible for training customer service agents, developing training materials, conducting training sessions, and evaluating the performance of trainees. Ensure that agents are equipped with the necessary skills and knowledge to provide excellent customer service.

Education

- Bachelor's degree in Occupational Therapy, CULTCA , Los Teques - Venezuela
Start Date: 10/2010 - End Date: 7/2014