



# Ana Rocio Ucha V.

## PROFESSIONAL COOK

Guatemala, Guatemala  
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### LANGUAGES

- ENGLISH: 95%
- SPANISH: 100%
- GERMAN: 15%

### ABILITIES

I have an organized personality; since most of my jobs have been in the food industry, I've developed an ability to complete multiple tasks in short periods of time in an organized and clean manner. I have the capacity of working under pressure and I'm a quick learner; I'm always excited to learn from new challenges.

I've always had a passion for languages, writing, and reading. I'm currently learning German and improving my writing skills: in English and in Spanish.

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## EXPERIENCE

### **PANAMERICOM** - *Patient Service Representative and Floor Support*

**AUGUST 3TH 2020 - DECEMBER 4TH 2020**

I was working as a patient service representative for Aegis Sciences. My job was to provide full information to patients about their COVID-19 tests. I was also a floor support agent for our team and I had to provide solutions to my peers for complicated situations with patients.

### **ICS 24 - 7 INTOUCH** - *Customer Service Agent*

**MAY 26TH 2020 - JULY 16TH 2020**

I was working as a customer service agent for Jcpenney. My job was to help and assist customers in several situations: lost packages, damaged items, returns, refunds, or general inquiries. I also had to communicate in writing with other departments and/or third parties to find solutions for specific situations.

### **SYU, Mr. Absurd, Santos Gastro Bar** - *Bartender*

**JULY 2019 - NOV 2019**

Bartender in charge of drinks and customer service. Recognized for being fast, focused, proactive and good with customers.

Experience in events with a duration of more than 12 hours, maintaining the same energy and charisma, always showing a leadership attitude, especially whilst working with people without any experience.

### **Urakani Sushi, Guatemala** - *Chef Assistant*

**MAY 2019 - NOV 2019**

Second cook in charge. Experience planning the logistics and the marketing for the events, always working on new ways on how to attract clients and give them an extraordinary food experience.

### **Latín Juice** - *Cook and Cashier*

**FEBRUARY 2018 - AUGUST 2018**

In charge of smoothies and paninis, and sometimes of the cash register. Following always the hygiene rules and offering great customer service. Experience in events of more than 7 hours of duration.

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**EMPRESA PETROLERA DEL ITSMO, Guatemala** - *Event Planner*  
(Vacation Job)

**NOVEMBER 2016 - DECEMBER 2016**

In charge of the logistics and production of the holiday events at the end of the year. My job was to be in charge of the packaging and administration of the supply of food and toys that the industry used to distribute in small villages for the holidays.

## **EDUCATION**

**Instituto de Idioma Alemán** - *Intensive Course for Beginners*  
JANUARY 2020 - MAY 2020

**Academia Culinaria Las Margaritas** - *Professional Cook*  
JANUARY 2018 - DECEMBER 2019

**Punctuation Mastery by Shani Raja** - *Online Course to learn all Punctuation Rules*  
FEBRUARY 2021 - PRESENT

**Writing with Flair by Shani Raja** - *Online Course to Become an Exceptional Writer*  
FEBRUARY 2021 - PRESENT