





7 | May | 1996 Montevideo, Uruguay rocio.sosamachado@gmail.com (598) 099577043

# **Audiovisual Studies**

Escuela CARNE 2023 - 2024 (Completed)

# **Industrial Design Degree -Product**

Escuela Universitaria Centro de Diseño UdelaR 2015 - 2023 (Completed)

# Work **Experience**

# **Graphic Design** Amén McCann

(2024)

# **Graphic Design | Illustrator| Content Creator | Photographer.**

Benteveo UY | @benteveo.uy (2023 - 2024)

# **Contributor Technical and Applications Support**

Sabre Global | (2019 - 2023)

#### **Technical and Product Support**

E - Teacher Group (2018 - 2019)

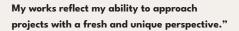
#### **Customer Service Representative**

Alorica (2016 - 2018)

### **Graphic and Web Designer | Illustrator**

Freelance (2018) - Nowadays





## **Personal Values**

Responsability Dedication **Puntuality** Flexibility Creativity Curiosity Fellowship Humility Solidarity Optimism

# Languages

Spanish

English

First Certificate in English (Approved)

# **Habilities**

Mockups

Adobe Creative Suite package Photography and Video Communication Social Media Content

Visual Identity Problem Resolution Capacity IT / Technical Support UX / UI Knowledge

Figma Office Package After Effects

Wondershare Filmora Graphic Design

#### Amén McCann

## **Graphic Designer, Video Editor assistance (July 2024 - Nowadays)**

Amen McCann is a Uruguayan advertising agency recognized for working with important Uruguayan brands. Some of my duties were:

- Adobe Creative Cloud package.
- Creation of engaging content for social media. Design of visual pieces for street and in-store signage. Email marketing design.
- Generation of creative ideas for advertising.

#### **BENTEVEO**

#### Graphic Designer, Illustrator, Content Creator, Photographer (June 2023 - July 2024)

At Benteveo I was part of the Graphic Design team.

Some of my duties were:

- Generate attractive Visual content for Social Media (Illustrations and general graphic content).
- Edited Photos and Videos for Instagra's reels and posts.
- Packaging design experience for product labels.
- Suggested ideas for Social media content.
- UX/UI contributor for Benteveo's Website.

#### **SABRE GLOBAL**

# Contributor Technical and Applications Support (Nov 2019 - Sep 2023)

At Sabre I was part of Sabre Technical Support Team providing on-line and off-line support to Global Travel Agencies. Some of my duties were:

- Troubleshoot technical issues with Sabre Red 360 app.
- Escalate using IIRA Tickets.
- Processed more than 400 cases per day.
- Configures software to set up for Travel Agents using remote support connection tools.
- Provided Support to Sabre Red 360 Red Apps and Sabre Applications.
- Provided Front-End support to developers to resolve issues in Sabre Red 360 applications.

#### **E-TEACHER GROUP**

#### Technical and Product Support (Oct 2018 - May 2019)

At E - Teacher Group I was part of the Technical Support Team providing on-line and off-line support to Global on-line Students.

Some of my duties were:

- Troubleshoot technical issues when Users were unable to access into their classes.
- Escalate difficult issues.
- Processed more than 300 cases per day.
- Configures software to set up for Students using remote support connection tools.

### **FREELANCE**

### **Graphic and Web Designer, Illustrator (April 2018 - Nowadays)**

- Logo Design and Brand Identity.
- Use of web templates, design of a website from scratch, and website redesign.
- Creation of other brand elements (business cards, social media assets, Brand Manual, and more).