**GABRIELA THOMPSON**

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13.01.1986

Swiss citizen

**PROFILE**

* Bachelor Business Administration, University of Geneva
* Master ‘Arts Management’, CAS Cultural Marketing, ZHAW Winterthur
* German, French, English, Spanish, fluent spoken and written
* Administrative Assistant, Receptionist and Customer Service in Geneva and Zurich
* High level of service and customer orientation
* Independent, exact and efficient way of working
* Purposeful and solution-oriented thinking
* High sense of responsibility, reliability and good teamwork

**WORK EXPERIENCE**

**T&T Web Designing & Marketing Services,** Switzerland

Finance & Budget Director 09.2020 – Present

* Delivered assistance in conducting internal and external audit and delivering effective guidance on credit and collection.
* Maximised business revenue through the execution of business development strategies.
* Enhanced productivity and brand reputation by directing the company’s budget expenditure.

**SWEERGLOBAL,** USA

Finance Director 01.2016 – 11.2020

* Twice accompanied CEO to Italy as negotiations support for a $5 Million Dollars water recycling plant.
* Investor relations and setting up communique between CEO and prospective investors in Switzerland for the SWEERGLOBAL projects.
* Administered various aspects of business, including forecasting, modelling, quota, overall P&L/BS management and reporting.
* Re-structured business processes and practices in complex legal structures associated with shared services strategy.
* Implemented management strategies in order to direct full HPE portfolio (products and services) aimed at revenue from producing purified drinking water.
* Allocated appropriate resources by administering budgets.
* Executed various plans and strategies in order to control simultaneously growth and recession scenarios.

**Sberbank (Switzerland) AG**, Zurich

Customer Care Specialist GE, EN09.2019 – 10.2019

* Receiving strategic bank clients and walking them through the bank’s customer care processes and procedures
* Processing and managing incoming and outgoing information
* Outlook calendar management & office management functionalities
* Overseeing the preparation and organisation of executive meetings

**Swissquote Bank Ltd**, Zurich

Administrative Assistant (Legal & Compliance) 01.2019 – 02.2019

* Transcription of customer conversations for court cases
* Registration from Swiss German to High German
* Supported the administration functions of the Bank
* Worked on legal documentations and compliance issues

**ZHAW Winterthur,** CAS Cultural Marketing and Cultural Mediation 02.2019 – 05.2019

**Luxottica (Switzerland) AG**, Zurich

Customer Service Agent GE, FR, EN07.2018 – 10.2018

* Ensuring efficient and high-quality customer service by telephone,
* Handling customer complaints, processing faxes and emails
* Execution of outbound calls, backorder management
* Back office support, processing of incoming and outgoing mail

**Swisscard AECS GmbH**, Horgen

Customer Advisor GE, FR, EN 08.2017 – 12.2017

* Processing of various concerns and complaints
* Information about bills, payments and fees
* Information on credit cards and additional services
* Processing customer concerns (card blocking, limit management)
* Support for the online service portal and installation app

**Touring Club Schweiz,** Zurich

Customer Advisor GE, FR, EN 06.2017 – 07.2017

* Telephone support in the private and business customer area, insurance
* Acceptance, processing and escalation of complaints
* Cross-selling and upselling of products and solutions.

**Lavorent SA**, Geneva

Sales Agent FR, DE11.2016 – 02.2017

* Creation of offers and contracts, real estate
* Customer advice and support for customer dossiers

**Bevanar SA**, Geneva

Internal sales assistant FR, GE 07.2016 – 09.2016

* Management customer calls
* Support accounting and ordering customer deliveries
* Information about monthly promotions

**Geneva International Motor Show**, Geneva02.2016 – 03.2016, 02.2019 – 03.2019

Telephonist and Receptionist GE, FR, EN

**Sunrise Communications SA**, Biel

Technical Support GE, FR, EN 01.2013 – 08.2013

* Telephone processing of inquiries private and business customer segment for the areas of mobile phones, ADSL, Internet and mail products in accordance with the business processes.
* Technical support and configuration of mobile products and DSL modems / routers
* New customer acquisition, cross-selling / up-selling activities

**Délifrance (Suisse) SA**, Geneva

Telephone Sales Operator GE, FR06.2011 – 07.2011, 06.2012– 07.2012, 08.2015 – 09.2015

* Telephone acceptance of customer concerns B2B
* Supervision of deliveries and returns management

**EDUCATION**

**ZHAW Winterthur** **Master Arts Management** 02.2019 – 06.2021

**University of Grenoble**  **Economics & Management** 09.2014 – 07.2016

**University of Geneva** **BBA Business Administration** 09.2009 – 07.2014

**Gymnasium Hofwil** **Federal Matura** 09.2002 – 07.2007

**Preparatory Course SfGB** accompanying high school

**EXPERIENCE ABROAD**

**Escuela Nacional De Arte,** **Havana, Cuba** 08.2008 – 06.2009

Saxophone studies

**HOBBIES** Jogging, Saxophone, Dance, Arts, Nature

**CREDENTIALS** Announced with pleasure on request