



Roberto Michel Zaizar

Age: 34 - 29/03/1989

Marital Status: Single

Nationality: Mexican

General Profile

International trade and commerce professional, specialist in maritime freight and sea port operations and logistics in Mexico. Background in the financial and customer service area with extensive experience in foreign markets on development and analysis of business opportunities. Knowledge on the implementation and use of strategies between public and private sectors.

Work Experience

GLOBO Language Solutions , Lima Peru (for (October 2022-Present)

<https://www.helloglobo.com/>

- Medical interpreter L4

Remote English-Spanish-English Medical Interpreter for Harris Health System, UVA health system, Jefferson Health, Molina Health care amongst others

First Language Services, Lima Peru (for Language Link) (October 2021-Present)

<https://firstlanguageservices.com/esp> ; <https://language.link/>

Remote all Purpose English-Spanish-English Interpreter (Legal, Medical, Banking, Credit unions, Calpers, State agencies, DOL etc) some of the companies and agencies that we provide our services are, Hertz car rental, Thrifty, Honda Roadside, Nissan service dealerships, Washington state Labor and industries Department, WA Motor Vehicle commission, WA Employment Security Department, Sallie Mae, NM Human Services Department, Colorado Judicial Branch, DSHS Child Support Division from many states (Washington, Oregon, North Carolina, Connecticut, New Jersey) emergency and non-emergency 911 Calls, California Crisis Line, Department of Corrections etc.

Human quality, Monterrey, Mexico (for Language Line Solutions) May 2020-October 2021

<https://www.humanquality.com.mx/> ; <https://www.languageline.com/>

- Interpreter L3 May 2020 thru November 2020

Remote English-Spanish-English interpreter for many service providers companies in the United States for latino and hispanic LEP customer, some of the companies and federal/state agencies we used to served were; New York State DOL, NYS Housing Authority, WIC Programs, Medicaid, Medicare, DPSS, CPS, and private sector companies like Wells Fargo, Citi Bank, Spectrum, AT&T, AAA, Infinity Insurance, Molina healthcare, Optum RX, CSV pharmacies.

- Medical Interpreter L4 November 2020-October 2021

Remote English-Spanish-English interpreter for many healthcare service providers, hospitals, home care agencies, and some DSHS programs, some of this hospitals are Providence Hospitals, New York Presbyterian Hospitals Group, Boston Childrens, some insurance companies (Blue cross Blue Shield, LA Care, Husky, Cobra insurance program, Mass Health, Private insurance companies like

Kaiser Permanente United Healthcare and Molina Healthcare, medical equipment providers like Apria, Supercare, Medtronics, Fesenius

GPerspective S.A. de C.V. Colima, México. (2019-2020)

<http://www.gperspective.com/>

- Southeast Asia Director

Trademark registration consulting and market research for Southeast Asian markets, focused in Thailand, Vietnam, Pakistan and India. Support on the search, verification and quality inspections for prospect suppliers. Legal advice for tariff and non-tariff regulations in Asia and technical assistance on import processes and distribution channels selection. Greatest achievement; registration and commercialization of the Mexican brand KARANI FOODS in China, currently focused on the sale of avocado oil to the food and cosmetic industries.

Andovar Global Translation Services (2013-2018)

<https://andovar.com/>

- Freelance Voice talent and interpreter

Freelance voice talent, interpreter and linguistic, I was part of many different projects as a voice talent borrowing my voice for corporate training programs (Essilor, Corning, Amazon), linguistic specialist reviewing scripts and subtitles amongst others

MagaritaVille Co, Ltd. Bangkok, Thailand (2015-2018)

<http://www.themexicanbkk.com>

- Operations Manager

Analysis, outsourcing and coordination of suppliers, staff management, up to 17 employees under my supervision. Monthly P&L reports, supply chain management of import of fresh products and Mexican spirits into Thailand. Direct relationship with our Mexican suppliers. Greatest achievement; launch a new Mexican restaurant franchise in Bangkok and achieve profitability 6 months ahead of schedule.

BRASTEL Telecom. Bangkok, Thailand (2013-2015)

<http://www.brastel.com>

- Customer Service Specialist for the Spanish Market in Japan

Development of programs and manuals for after sales customer service, sales reports and payment notifications. Data collection for the successful launch of promotions and new services to existing customers. Leader of the Spanish team in Bangkok. Greatest achievement; having led the implementation of a new remittance service for the Latin market in Japan with the best financial results in revenue, sales and registration of new customers.

Fellow of the Thailand Studies Program, Royal Embassy of Thailand in Mexico, Bangkok, Thailand (2013-2015)

[Scholarship announcement MBA program \(2018-2020\)](#)

- Scholarship Recipient

First Mexican professional selected as a participant of the program to study a master's degree in international business administration. Fellow intern at the SEA-LAC Trade Center in charge of coordinating the different commissions and delegations of Latin American businessmen with the different chambers of commerce and Thai government institutions. Greatest achievement; Publication of an article about the textile industry in Thailand in the official magazine of the Royal Embassy of Thailand in Mexico

SSA México Holdings S.A. de C.V. Manzanillo, México. (2010-2013)

<http://www.ssamexico.com>

- Billing and Accounts Receivable Coordinator

Billing and analysis of revenue from wholesale logistics services, preparation of detailed monthly analyzes by profit centers and average revenue per service. In my charge the largest shipping line in volume of TEUs (Hapag Lloyd among others). Profit and loss reports. Greatest achievement; invoice reduction by 60% thanks to the consolidation of services and coordination with our and our clients operation departments.

Academic Degrees

Master in International Business Administration

2013-2015 University of the Thai Chamber of Commerce, Bangkok, Thailand

Bachelor in International Trade and Commerce

2007-2011 University of Colima, Faculty of Foreign Trade, Manzanillo, Col. México

Programmer Technical Analyst

2004-2007 University of Colima, Technical Bachelor School # 1, Colima, Col. México

Languages, Skills and additional Knowledge

- **Spanish:** Mother tongue
- **English:** Advanced (100% oral, writing and comprehension)
- **Thai:** Advanced (60% oral y comprehension)
- **Pashto:** Basic (20% oral y Comprehension)
- **Skills:** Excellence in customer service, communication and Networking
- **IT/Software:** Microsoft Office (Advanced), IBM System I (AS400), SAP (Basic), Linux, Windows, Mac OS.
- **Courses and Diplomas:** Stress Management in the Workplace, Leadership and Conflict Resolution and Emotional Intelligence Applied to the work environment
- **Representative** of the Mexican company Michel Melons S.A. de C.V. at the VI China-LAC Hangzhou Business Summit 2012
- **Guest Speaker** at the 2nd International Zunyi Chile Fair 2017

Place of Residence and Contacts

- **Address:** Jiron Julian Sandoval N°135 Piso 3 Int 303, Urb. Barrio Medico, Surquillo, Lima, Perú 15048.
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