

# Adriana Alfaro Rojas



## Profile Summary

Highly driven and result-oriented professional with a BA in Management and proven success in operations, logistics, administration, leadership, problem-solving, risk identification and mitigation, customer service, and communication. Has worked in different countries including the USA and UAE, is looking for a professional role where to apply skills in management, operations, logistics, or administration. Proven success in managing teams and maintaining the operations of a pavilion before, during, and after the months of Expo 2020 Dubai.

## Core Skills

- Management
- Administrative support
- Operations
- Logistic
- Customer Service
- Training
- Self-leadership skills
- Communication and listening
- Problem solving
- Fast learning

## Education:

### Loyola University Chicago

USA | 2015-2017

### Bachelor in Arts of Management

-Graduated Cum Laude with a 3.7 GPA (4.0 GPA)

### Universidad Nacional de Costa Rica

CR | 2001-2007

### Agricultural Engineering

## Reach me at:

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+971 58 5861012

LinkedIn:

@adrianasronce

Address:

Dubai Marina, Dubai

## Professional Experience

### Operations & Logistic Manager

Costa Rica Pavilion @ EXPO 2020 Dubai, Dubai, UAE

Oct 2021-Apr 2022

- Develop, implement, and keep the daily operations of the pavilion
- Maintain constant communication with management, Costa Rica government entities, Expo, vendors as well as staff to ensure proper operations of the pavilion.
- Actively pursue strategic and operational objectives
- Create and implement activities to attract visitors and to promote Costa Rica, for example, the implementation of weekly coffee tastings which boosted Costa Rica's coffee import
- Ensure operational activities remain on time and within sustainable standards
- Track staffing requirements, hiring, and training new employees as needed
- Lead, motivate, and support a team of 10 employees including setup and implementation of plans to accommodate the skills of each personnel all done in a time-sensitive and demanding environment
- Manage timely data collection to update operational metrics to achieve productivity targets, eliminate errors, and deliver excellent customer service
- Work closely with Expo 2020 Dubai departments to make sure we were up-to-day to all required protocols and activities
- Manage cultural events for the Costa Rica Pavilion, most important achievement was Costa Rica National day presentation at Expo 2020, which was televised
- Coordinate cultural presentations at Expo 2020, whether alone or in collaboration with other pavilions; achieved a total of 5 presentations
- Participate in meetings/activities with vendors and other pavilions to promote a strong collaboration between parties
- Manage inventory and allocation of materials
- Oversee the decommissioning of the pavilion as well as the return of materials to Costa Rica
- Arrange transportation, schedule staff, and place deliveries of items within UAE
- Assist with VIPs visits, creating a personalized and excellent experience. Total of 68 visits in 6 months

## Languages:

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-English fluent  
-Spanish Native

## Volunteering:

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### The Old Library Dubai

Aug 2020-present  
-Provide customer service and assist with operational tasks

### Special Olympics World Games Abu Dhabi 2019

Jan 2019-Mar 2019  
-Delegation Assistant Liaison

## Other Information:

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**DOB:**  
December 10th, 1982

**Visa:**  
Sponsored by Spouse

**Citizenship:**  
United States of America  
Costa Rica

**Driver's license:**  
International and local from UAE

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## Professional Experience

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### Project Manager / Logistic Officer

Costa Rica Pavilion @ EXPO 2020 Dubai, Dubai, UAE Oct 2020-Oct 2021

- Analyze and formulate strategies for Expo participant's goals, schedules, budgets, and needed resources
- Research and allocate key participants that will represent CR in Expo's expositions
- Provide administrative and clerical support facilitating internal/external communication, managing schedules/minutes, and maintaining a digital filing system
- Create documents and presentations using, Word, Power Point and Excel
- Facilitate communication for logistic operations between international and local teams
- Coordinate inbound logistics operations, such as transportation and warehouse activities
- Establish an excellent relationship with local and international carriers
- Monitor shipment transportation and warehouse of equipment
- In-house inspection of shipments

### Health Insurance Underwriter

Combined Insurance of America, Chicago, IL, USA Apr 2018-Nov 2018

- Analyze and evaluate applicant's medical history, claims, and other policies within strict company guidelines
- Assess the risk of underwriting a policy
- Responsible for approving or denying coverage, and finding alternative options for the insurer
- Provide professional underwriting consulting for agents and other departments within the company
- Knowledge of Medical terminology and coding
- Processed 10-15 applications per day
- Assist the corporate training department with evaluation of procedures and handling of customer services relations

### Policyholder Coordinator

Combined Insurance of America, Chicago, IL, USA Feb 2016-Apr 2018

- Serve as benefits expert and point of contact for clients
- Provide customer services as an expert in policies like: life insurance, accident and health supplement plans, and Medicare supplement plans
- Ensure timely resolution of customers' issues
- Lead "Bilingual Comfort Training" for new customer service representatives
- Assist the training department with the development and implementation of new training procedures
- Responsible for overseeing claims management

### Child Care Provider

Families/Independent, Chicago, IL, USA Feb 2008-Oct 2015

- Taught Spanish and appropriate educational skills
- Scheduled activities, including meals, sports, community involvement, classes, and meetings
- Worked as a team with parents to find better methods to educate and to discipline children
- Researched and implemented educational techniques for children with difficult behavior and learning challenges