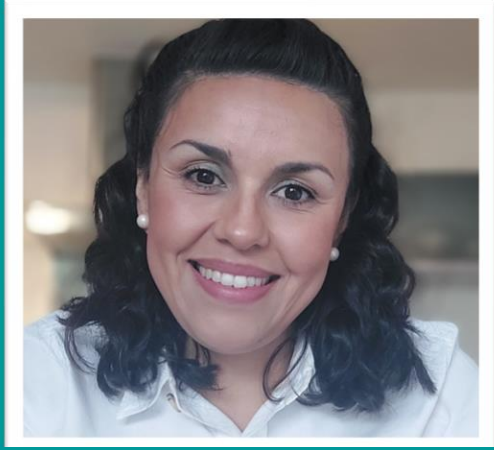


# VERONICA GAUNA



## ABOUT ME

Client-focused corporate executive. Well-organized and dependable with excellent leadership skills. Innovate professional in business development, planning, and executing business strategies. Talented in maintaining strategic partnerships to generate essential business opportunities

## CONTACT

✉ veronica.gauna63@gmail.com

☎ +54-9-11-2389-6968

🏠 Monte Grande, Bs As, Argentina

🌐 [linkedin.com/in/veronica-gauna-arg](https://www.linkedin.com/in/veronica-gauna-arg)

## SKILLS

- Exceptional communication
- Great interpersonal relationship with clients and teamwork
- Analytical ability, risk and priority management
- Persistent in conflict resolutions
- Customer oriented and strong commercial understanding
- Flexible and proactive
- Highly organized oriented to detail

## EDUCATION

- **MORÓN UNIVERSITY**  
Graduated in Tourism & Hospitality Management
- **APM CERTIFICATION – FINEDU**  
License CABA y Pcia. Bs As
- **POWER BI CERTIFICATION**  
Microsoft Power Bi Data Analysis
- **SCRUM CERTIFICATION**  
Project Management Framework

## LANGUAGES

- SPANISH | Native
- ENGLISH | Advance
- PORTUGUESE | Intermediate
- ITALIAN | Beginner

## WORK EXPERIENCE

### KEY ACCOUNT MANAGER

Western Union | Aug 2022 – Present

- Responsible of managing the organization's key accounts of digital channel and maintain commercial relationship with clients
- Boosting its growth, solving key needs, identifying opportunities and designing joint action plans.
- Evaluate the main metrics of the business in relation to volume and revenue.

### REGIONAL CUSTOMER SERVICE LEADER

American Express GBT | Sep 2021 – May 2022

- Lead, coordinate, plan procedures and policies seeking efficiencies and improvements for corporate accounts from Argentina & Colombia.
- Responsible for the team's achievement goals, delivery of quality work product and building effective client relationships.

### REGIONAL SALES PROJECT MANAGER

American Express GBT | Oct 2017 – Sep 2021

- Define, lead and manage strategically implementation projects for global clients in LATAM from commercial perspective .
- Develop and execute an appropriate commercial strategy that adds value to the business.
- Formulate business plans by conducting meetings with key clients.

### SENIOR SALES EXECUTIVE

Emirates Airline | May 2014 – Sep 2017

- Conduct prospects for new business, expand market share of own portfolio and increase sales volume for Argentina.
- Develop and execute sales strategies, supervise process, participate in sales and marketing actions and meeting.
- Sales reporting, KPI analysis for clients and Dubai Sales Executive Committee.