

**Monica Cardona Caicedo**  
**BUSINESS ADMINISTRATION**  
**SPECIALIST IN FINANCE AND MARKETING MANAGEMENT**

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**Objective**

Entry level position with potential for advancement using my skills in working well with people and projects.

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**Experience : 30 yrs.**

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**HOLIDAY INN CLUB VACATIONS** 2019  
**QUALITY ASSURANCE OFFICER**

- Go over the paper work (Real Estate official documents) with new owners to explain what they bought and notarize the documents.
- Save and keep deals for the company when owners called to cancel.

**DEL VALLE CONSULTING SERVICES – Ibagué, Colombia** 2005 – 2018  
**INDEPENDENT CONSULTANT**

Ph. : (407)8682794 Monica Cardona

- Finance and Marketing Strategies
- Customer Service.

**WESTGATE RESORTS - Orlando, Fl. – USA** 2002 - 2005  
**QUALITY ASSURANCE MANAGER**

Ph. : (407) 3513350 x. 124 - Connie Sharp (Commission Supervisor) HR.

- Go over the paper work (Real Estate official documents) with new owners to explain what they bought and notarize the documents.
- Provide excellent customer service assistance to owners in order to maintain the business quality.
- Follow up sales on a daily basis to guarantee their quality.
- Save and keep deals for the company when owners called to cancel.
- Maintain and enhance communication between Corporate HQ and site location.
- Provide and prepare cancellation and customer service reports to management on a monthly basis.
- Maintain statistics and provide evaluation of cancellations, upgrades and downgrades.

**SALES REPRESENTATIVE** 2001 - 2002  
Ph.: (407) 3513350 x. 124 - Connie Sharp (Commission Supervisor) H.R.

- Guarantee high sales volume according to the company goals.
- Ensure high VPG (Value Per Guest) to guarantee the best sales closing percentage according to company policies.
- Provide excellent customer service to owners according to their needs.

**DEL VALLE INSURANCE AGENCY - Los Angeles, CA. – USA**  
**MANAGEMENT ANALYST**

2000-2001

Ph.: (954) 3856874 – Elsa Del Valle

- Develop and administer the reporting schedules to ensure that key management personnel receive the sales/marketing data on a timely basis to support the business strategy.
- Monitor evolving needs & business strategy and leverages opportunities for efficiencies in reporting and analyzing the results of the business.
- Establish the marketing plan and new promotional strategies to further develop and strengthen the business networks and customers all over the United States.
- Make recommendations to management for the expansion program of the company by contacting existing and prospective clients to present them the new and additional services offered by the company.
- Coordinate with management/marketing department staff regarding prospective clients and recommend better presentations in order to promote the company and services.

**GENERAL MOTORS ACCEPTANCE CORPORATION (GMAC)**  
**CONTINAUTOS S.A. - Bogota - Colombia**

**FINANCIAL AND INSURANCE MANAGER (F&I)**

1998 – 1999

Ph. : 4473800 – Maria Cecilia Leal (Human Resources Manager)

- Analyze sales/marketing programs and assist in identifying performance trends.
- Responsible for closing sales to guarantee the best results for the company including Financial & Insurance package.
- Responsible for automating and enhancing the reporting structure as needed. Drive implementation & utilization of new reporting. System to provide more accurate and timely tracking methods for reporting date.
- Document, create, develop and maintain department policies and procedures.
- Evaluate and maintain statistics on the loan portfolio as required and prepare monthly portfolio analysis.
- Ensure that all financed loans adhere to the guidelines established for funding.
- Coordinate and prepare reconciliations for all financed loans for each project.
- Coordinate, supervise notes receivable functions, cash processing and associated reporting.

**EXXON-MOBIL.- Bogotá – Colombia**

**MANAGEMENT ASSISTANT**

1988 – 1998

Ph. : 628-0460 Human Resources

- Perform monthly highlights for Houston HQ office.
- Assist co-workers and internal customers with financial information.
- Assist auditors with year-end reporting and forecast report.
- Assist to the preparation and monitoring of the annual budgets for Colombia, Central America, Venezuela, Ecuador and Peru.
- Provide organized information to management for preparation of the monthly reconciliation for all assigned areas.
- Assist with Treasury Department functions as needed.
- Ensure that the integrity of the reports is maintained. Documents and critiques system of internal control.
- Interact with all site locations and management personnel to compile and maintain the integrity of the data.

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## Education

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**International Education Research Foundation Inc.**  
Los Angeles, USA  
Bachelor of Science in Business Administration  
December 2000  
Professional

**Universidad de La Salle**  
Specialist in Marketing Management  
August 1998

**Universidad Autonoma de Manizales**  
Specialist in Internacional Finance  
June 1997

**Universidad de San Buenaventura**  
Business Administration  
December 1995  
Professional

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## Languages

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**Spanish: Native**

**English : Fluent**

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