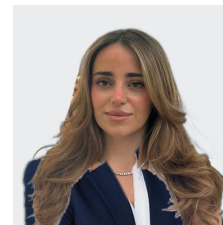


Denisse Paz Moreno

Customer care · Digital support · Complaints handling

Barcelona · denissepaz12@hotmail.com · +34 673 062 421



Professional profile

Customer service experience in healthcare, complaints handling and digital support. A personable approach, clear communication, issue resolution and team coordination.

Professional experience

Patient Services Facilitator

Quirónsalud Centro Médico Aribau · Barcelona

December 2022 - present

- Patient services and guidance for international patients, and support for American students throughout the care process.
- Handling issues, reports, concerns and complaints in coordination with the healthcare team.
- Assistance with the medical app and appointment systems; troubleshooting system issues and reporting digital problems.
- Liaison between patients and healthcare staff to reduce language, cultural and technological barriers.
- Reception planning, coordination of company medical check-ups and proposals to improve procedures and the patient experience.



Administrative Assistant

ICO Innova Ocular · Barcelona

June 2022 - November 2022

- In-person, telephone and email assistance, including issue resolution and complaints handling.
- Processing documents according to urgency and relevance, in line with procedures and policies.
- Working with the team to provide customer-focused service.



Telephone Service Agent

Quirónsalud Centro de Operaciones del Paciente · Barcelona

January 2018 - June 2022

- Handling enquiries, issues, concerns and complaints by telephone and email.
- Scheduling appointments and diagnostic imaging tests; processing administrative requests and authorisations.
- Evaluating training courses and taking part in practical team activities.



Customer Service and Shop Support

Noel Fun · Barcelona

January 2017 - January 2018

- Personalised customer guidance, product demonstrations and support for sales campaigns.
- Receiving and organising merchandise.



Denisse Paz Moreno

Curriculum vitae

Tools and skills

Digital tools

Microsoft Word, PowerPoint, Internet and social media.

Administrative skills

Managing files and digital databases, document transcription and administrative tasks.

Working style

Teamwork, multitasking, a proactive approach and public-facing service.

Education

Bachelor's Degree in Criminology

Universidad Internacional de La Rioja (UNIR)

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EN INTERNET

Upper Secondary Education, Humanities

Instituto Escola del Treball, Barcelona



Additional training

Patient Safety · Universidad QuirónSalud · March 2025

Radiotherapy and Diagnostic Imaging

Negotiation

Languages

Spanish · Catalan · English

Volunteering

Volunteering in Cáritas community kitchens, and coordinating and mediating debates in youth groups.

Interests

Photography and video games.