

# KALETH MONDRAGÓN

## E-COMMERCE OPERATIONS | CUSTOMER SUPPORT & SALES

Tegucigalpa, Honduras (Remote) | +504 3352-7999 | kalethmondragon043@gmail.com  
planurday.com | Available for U.S.-based freelance projects

### PROFESSIONAL SUMMARY

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Bilingual e-commerce business owner with experience in online sales, Meta advertising, customer support, order processing, and shipping logistics since March 2024. Previously worked in technical support for Dyson at Knoah Solutions and as an interpreter at Levanter. Combines customer-facing skills with practical business systems.

### CORE SKILLS

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**E-commerce** Online product catalogs, quotations, pricing, order management  
**Customer service** Customer inquiries, follow-up, issue resolution, bilingual communication  
**Marketing** Meta advertising, product promotions, sales messaging, online retail  
**Operations** Shipment coordination, logistics, payment workflows, reporting

### PROFESSIONAL EXPERIENCE & PROJECTS

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**Distribuciones Hogar Arte** | Founder & Owner | Mar 2024–Present

- Founded and manage an online retail business, handling operations from marketing to delivery.
- Manage customer inquiries, quotations, sales follow-up, and post-sale communication.
- Coordinate shipping, delivery tracking, and customer updates with transportation providers.
- Oversee advertising, promotions, product pricing, and payment procedures.

**Business Systems for Hogar Arte** | Internal Operations Project | 2026

- Built tools for sales records, order tracking, employee workflows, expenses, and reports.

**Levanter** | Interpreter | 2021

- Provided English–Spanish interpretation to help people communicate clearly and accurately.

**Knoah Solutions** | Technical Support Representative, Dyson Campaign | 2019

- Supported Dyson campaign customers with product inquiries and technical troubleshooting.

### EDUCATION & LANGUAGES

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**Education** Computer Engineering (Fourth Year, In Progress) | CEUTEC, Honduras

**Languages** Spanish (Native) | English (Fluent)