



Julian Sadak Vergara Cruz

BACHELOR IN BUSINESS ADMINISTRATION WITH MASTER'S DEGREE STUDIES

10 years of teaching experience. I have worked with students aged 15 to 25, adapting my approach to their individual needs. My goal is to foster a collaborative and stimulating learning environment

CONTACT



222 473 0142



juliansadak@icloud.com



<http://juliansadak.iniciodigital.net>

SKILLS

- Digital learning architecture
- Effective communication
- Leadership and group motivation
- Proficiency in current educational regulation
- Time management and organization
- Promotion of values and socio-emotional skills

LANGUAGES

- English: Advanced
- Italian: Basic

WORK EXPERIENCE

Colegio de Estudios Científicos y Tecnológicos del Estado de Puebla

International Trade and Logistics Professor 2015 -

- Planning and designing lessons and creating innovative teaching strategies.
- Evaluating and monitoring student progress, as well as implementing active methodologies (project-based learning, gamification, LMS, etc.).
- Adapting content according to learning levels, along with classroom discipline management and conflict resolution.

Universidad Tecnológica de Puebla

Professor

2017 -2019

- Management of virtual learning platforms (Google Classroom, Moodle, Teams) and use of digital teaching tools (Kahoot, Canva, Prezi).
- Creation of competency-based interactive and multimedia materials.
- Application of distance education technologies (Zoom, Google Meet).

T-Systems

OPM Operational Manager

- Operational Manager for the "T-Systems Call Center," overseeing accounts such as VW, SEAT, Porsche, VW Leasing, and VW Bank.
- Managed Inbound, Outbound, BackOffice, prospect campaigns, and fulfillment (logistics and parcel delivery).
- Achieved service levels requested by the client, managed CRM systems, and maintained Accuracy and Quality based on COPC and Customer Satisfaction frameworks.

EDUCACIÓN

- Bachelor's Degree in Business Administration

Benemérita Universidad Autónoma de Puebla

1995 -2000

- Master's Degree in Administration

Benemérita Universidad Autónoma de Puebla

2014 -2016

- English

Benemérita Universidad Autónoma de Puebla

1993 - 1997