



(+506)2103 – 2276



Jessika.mendez@cfia.cr



aapia.cfia.or.cr



JESSIKA MÉNDEZ RAMÍREZ

Administrative Technical Assistant

Administrative professional with experience in business coordination, commercial support, and administrative assistance in the Chemical and Firestone industries. Currently working at the Agency for Accreditation of Engineering and Architecture Programs, with a background in accounting, administration, and warehouse supervision, as well as ISO 9001:2015 and Six Sigma certifications. Recognized for strong organizational skills, quality orientation, and commitment to continuous improvement, with a focus on professional development in administration and quality management.

ACADEMIC BACKGROUND

- **[2026]** Accounting Technician, Universidad Fidélitas.
- **[2019]** Administrative Assistant Technician, Instituto Nacional de Aprendizaje (INA).
- **[2013]** Warehouse Supervisor Technician, Instituto Nacional de Aprendizaje (INA).
- **[2009]** Executive Technician in English for Service Centers, Instituto Nacional de Aprendizaje (INA).

PROFESSIONAL TRAINING

- **[2024]** ISO 9001:2015 Quality Management Systems Certification, INTEYA.
- **[2023]** Six Sigma Yellow Belt Certification, Prodiggestone Costa Rica.
- **[2018]** Customer Service Seminar: Applying Emotional Intelligence, Cámara de Industrias de Costa Rica.
- **[2016]** Supervisor Training Seminar in Lean Manufacturing, Cámara de Industrias de Costa Rica.
- **[2015]** Quality Control Seminar and Workshop, KEVAS Asesores Consultores y Contadores.
- **[2014]** Quality and Internal Customer Service Course and Workshop, Asesorías Creativas.
- **[2013]** Excel Avanzado 2010 / Access Intermedio 2010, CTE Global.

PROFESSIONAL EXPERIENCE

- **[2025]** Equigas de Costa Rica S.A. and Servicios Técnicos S.A. — Commercial Coordinator.
- **[2020]** Firestone Industrial Products de Costa Rica — Production Administrative Assistant.