

Hugo Camacho Romero

Limitations, fraud, compliance, credit, claims, and disputes.

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Professional Profile

Accomplished professional with expertise in limitations, claims, and disputes. Skilled in project management, business development, and resolving fraud-related queries while ensuring excellent customer service. Proficient in contract negotiations, problem-solving, data analytics, and cross-functional collaboration. Proven ability to build and lead teams, fostering a collaborative environment for success. Fluent in English, Spanish, and French, with a strong commitment to customer engagement and delivering solutions aligned with organisational goals.

Key Skills

- Sales operations management
- Project management
- Business development
- Problem solving
- Contract negotiations
- Customer service & retention
- Cross-functional collaboration
- Team building & leadership
- Data analytics

Professional experience

PayPal customer solutions agent.

2021 -present.

Fraud, compliance, limitations, credit, disputes, and claims. Media: www.PayPal.com.

- Provide dedicated support to EMEA for Spanish and Portuguese market customers, ensuring exceptional service and adherence to compliance standards.
- Deliver accurate and timely resolutions, consistently achieving high customer satisfaction ratings.
- Educate customers on PayPal's product features, benefits, and policies to enhance their user experience and understanding.
- Demonstrate excellence in multitasking, time management, and swiftly adapting to evolving technologies and processes in a dynamic work environment.

Managing Director/Owner. Media: www.Azteca.ie

- Successfully established and led Azteca, a hospitality and events business, overseeing all aspects of operations and strategic development.
- Designed and executed innovative marketing and public relations strategies, driving brand awareness and customer engagement.
- Managed legal compliance, mitigated regulatory risks, and ensured alignment with industry standards.
- Negotiated contracts with suppliers and partners, ensuring efficient and timely delivery of products and services.
- Implemented robust health and safety regulations to safeguard staff and customers, fostering a safe and compliant environment.
- Developed a customer-centric approach, enhancing client satisfaction and business sustainability during challenging economic periods.

1978 - 1997

Shop Manager, O'Brien's Cafe, Dublin

Cast Member, Disneyland Paris, Paris

Legal Assistant, Rosales & Associates Law Firm, Mexico City

Legal Assistant, Cris Lopez Law Firm, Mexico City

Newspaper printing, marketing & distribution, Excelsior SA de CV, Mexico City

Education

[Higher Diploma in Science - Computing \(data analytics\). February 2023 present.](#)
ATU (Atlantic Technological University) – Ongoing.

[Certificate International public Law. July 1993.](#)
Law Academy - The Hague Academy of International Law.

[Certificate International public Law and International Organisations. 1991 -1992.](#)
University of Paris I: Panthéon-Sorbonne.

[Bachelor's Degree or Equivalent Law 1984 - 1989.](#)
Universidad del Valle de México.

Languages

English/French/Spanish – Fluent