

# ANDREA ALARCÓN VALDÉS

## CONTACT

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## SKILLS

- Conflict resolution and client support
- Empathy and active listening
- Team leadership and staff training
- Data entry and records management
- Confidential information handling
- Report creation and data analysis
- Strong attention to detail
- Ability to work under pressure and meet deadlines
- Agile and adaptable in multicultural, cross-functional environments
- Collaborative mindset with a proactive attitude
- CRM tools & digital platforms
- Microsoft Office
- Google Workspace

Proactive and detail-oriented professional with a strong background in customer service, administrative support, and digital tools. My experience ranges from managing sensitive health data at the Barcelona Epidemiology Service to leading retail operations as a store manager, where I developed strong communication, organizational, and problem-solving skills.

Additionally, my training as a full stack developer has given me a solid command of modern technologies, allowing me to quickly adapt to internal systems and tools. Fluent in English, Spanish and Catalan. I thrive in fast-paced environments and excel at building positive relationships with clients and colleagues.

## WORK EXPERIENCE

### Jump Juice Bars

Dublin, Ireland

#### Manager

June 2025 - Nov 2025

- Lead and motivate the store team, creating efficient work schedules.
- Analyzed sales reports and set daily and weekly performance targets.
- Managed store costs and optimized resources to improve profitability.
- Trained new staff members on company procedures and customer service best practices.

#### Supervisor

July 2024 - May 2025

- Oversaw daily store operations and supported team coordination to ensure smooth service.
- Monitored adherence to hygiene, health, and food safety standards.
- Managed inventory levels and placed supply orders to maintain stock accuracy.

### Haddock

Barcelona, Spain

#### Full Stack Developer

January 2023 - December 2023

- Developed and maintained web applications using React, TypeScript and Tailwind CSS, ensuring modular, scalable and maintainable code.
- Developed and optimized backend functionality using Node.js and Express, improving data management and communication with the frontend.
- Designed, optimised and administered PostgreSQL databases, ensuring data integrity, efficiency and scalability.
- Performed unit and integration testing using Jest, increasing code coverage by 35% and reducing bugs by 10%, ensuring greater reliability and stability in production.
- Collaborated with the UX/UI team, implementing accessible and responsive interfaces, ensuring an excellent user experience.
- Integrated and consumed RESTful APIs to enable seamless data flow between services and external platforms.
- Participated in agile ceremonies (daily standups, sprint planning, retrospectives) and contributed to defining technical requirements and architecture decisions.

### Barcelona epidemiology service

Barcelona, Spain

#### Administrative

November 2020 - December 2022

- Managed data statistics related to the Covid-19 pandemic, ensuring accuracy, confidentiality, and compliance with health regulations.
- Collected, analyzed, and interpreted epidemiological data, identifying trends and key insights to support public health decision-making.
- Created statistical reports and visualizations, improving the understanding of virus transmission patterns and the effectiveness of containment measures.

## EDUCATION

### GOOGLE ANALYTICS

Currently

### SOFTWARE ENGINEERING

#### BOOTCAMP

Aug 2022 - Dec 2022

### LEAVING CERTIFICATE HIGHER

#### LEVEL - SCIENCE AND MATHS

2025 - 2017

## LANGUAGES

- English
- Spanish
- Catalan