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| **APR 2018 - PRESENT**  **Booking.com | Commercial Analyst**    **Built** and executed Quality Action Plans by analysing customer reviews and internal KPIs providing regular feedback and setting up targets to our supply partners to achieve department budget;    Achieved Departmental Quality OKR 1.0 during Q1, Q3 2022 and Q1 2023    Represented Booking.com to partners in market visits with the goal of develop ever stronger partnerships, driving our mutual business and ensure close relationships with local stakeholders and delivered quality reports on results and performance for information support to Booking.com    Successfully delivered ahead of deadline Booking.com Traveller Awards and Rentalcars.com Customer Favorite Awards 2022/23 interacting with both internal and external key stakeholders    Collaborated in supply partner Ts & Cs Compliance Audit ensuring all data provided by our partners is accurate and consistent mitigating Booking.coms compliance risk whilst providing customer transparency    Successfully built, implemented and automated internal quality reports which identify underperforming partners; designed meaningful Quality Action Plans to our supply partners identifying areas of improvement and high risk areas proposing key actions with after-call follow ups    Built trusted relationships with my portfolio partners providing performance, pricing strategy, and quality guidance to exceed both margin and volume targets whilst negotiating exclusive offers, rebates, volume targets and up-selling Booking.coms products;    Increased Panek Lithuania CSAT score from 4.5 to 7.5 and volumes by 60% in 2019    Executed and refined pricing strategy by analysing pricing KPIs such as fleet, demand, conversion, key main source markets and competition landscape adjusting the strategy as required;    Increased volumes of the top 3 accounts by 20%, 21% and 10% respectively, YoY in 2019    Successfully negotiated and renewed contracts, rate discounts, exclusive offers, rebates and volume targets with top destination partners such as addCar Rental International and RentMotors Russia    Agreed rebate with addCar International with a combined extra 20% revenue in 2019 |

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| **PROFESSIONAL EXPERIENCE** |

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| CONTACT DETAILS |

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| DANIEL MORALES-AZOFRA **COMMERCIAL ANALYST** |

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| Results driven, adaptable, diligent and self-reliant Junior Partnerships Manager with over 10 years professional experience in the E-commerce sector. Possess a diverse and extensive background in Stakeholder Management, and Cross Team Collaboration. Organised and highly flexible. Recognised for contributing in the successful completion of different key projects within the department accomplishing 1 OKR. |



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| **SEPT 2016 - APR 2018**  **Booking.com | Product & Commercial Executive**    **Su**pported commercial decision making through market analysis of competitors, suppliers, competitor products, market pricing and highlighted areas of opportunity and risks  Maintained long-term business relationships with France & Benelux suppliers. Conducted competitor pricing research and pricing analysis adjusting Rentalcars.com pricing, positioning the business as the most competitive in the European market  Negotiated rates with French and Benelux partners and updated them on the system  Maximising ROI by maintaining set margins and the highest quality of products  Ensured all critical system updates were completed on time, maintained supplier information and checked all products were correctly displayed across all Booking.com channels  Produced operational reports as requested from Senior Management  Provided training to new team members    **JAN 2014 - SEPT 2016**  **Booking.com | Purchase Ledger Clerk**    **Re**ceiving and processing supplier invoices  Verifying calculations and input invoices into accounting system  Receiving and investigating billing discrepancies  Contact internal stakeholders to obtain the necessary information for the release of rejected transactions    **AUG 2013 - JAN 2014**  **Booking.com | Operations Administrator**    **Ad**ministration of cancellations from customers  Handling team member queries  Supporting supervisors with communications to the wider team  Training new team members    **MAR 2012 - AUG 2013**  **Booking.com | Operations Agent**    **Ma**naged all channel communication for customers prior to and after their travel  Outbound calls to customers to convert quotes into bookings  Provided necessary translations and proofread text from English to Spanish and Catalan for the and Quality Department  Assisted the Customer Service Department |

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| English - Proficient  Spanish & Catalan - Native  Norwegian - Beginner    Google Suite - Proficient  MS Office - Proficient  MS Power BI - Competent  Tableau - Competent  SQL - Competent  Python - Beginner |

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| LANGUAGES & SKILLS |

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| Account Management  Attention to detail  Communication Skills  Cross Team Collaboration  Data Analysis  Decision Management  Problem Solving  Stakeholder Management  Strategic Planning  Time Management |

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| EXPERTISE |

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| **DEC 2020 - MAR 2021**  **GOOGLE Analytics Cert. | Basic and Advanced**    **SEPT 2008 - DEC 2008**  **Foreign School of Languages | Norwegian**    **SEPT 2006 - JUN 2006**  **I.E.S. Cendrassos | GCE: Finance Studies**    **SEPT 2000 - JUN 2004**  **I.E.S. Narcis Monturiol | GCE: Humanities** |

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| **EDUCATION** |