JANIRE LONGARTE GONZALEZ

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**PELSONAL PROFILE :** I have just finished a Digital Skills Bootcamp at JustIT Training, so I am currently looking for an opportunity as a Junior Developer or carrying out an internship. Aiming to improve my skills further and grasp a better understanding of software languages (HTML, JavaScript and Python), while working on my portfolio to create some personal projects.

I thrive working in a challenging environment to push my skills and limits.

# | INTERNATIONAL EDUCATION

**DIGITAL SKILLS BOOTCAMP: SOFTWARE DEVELOPMENT** 10. 2022 – 01.2023

Diploma **Just IT Training LTD, London**

**ADVANCED WEB INTERFACES WITH CSS3 AND HTML5** 02. 2020 – 04. 2020

Diploma **City University of London, London**

**BUILDING WEBSITES WITH HTML5 AND CSS3**  09.2019 – 12. 2019

Diploma **City University of London, London**

**TOURISM AND HOTEL MANAGEMENT** 09. 2012 - 06. 2015

Bachelor’s Degree. **Deusto University, Spain**

Modules studied included:

* Tourism and digital marketing
* Yield Management
* Innovation in Tourism
* Law and Tourism
* Financial Management of Companies
* Management of people in companies
* Account analysis
* Business Intelligence
* Information Systems and Research Techniques
* Operations and Production Processes in Lodging and Restoration
* Management of Congresses and events

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# | IT SKILLS

**SOFTWARE DEVELOPMENT SKILLS:** Phyton and MySQL

**WEB TECHNOLOGY:** HTML5, CSS3, JavaScript

**CORE PROGRAMMING LANGUAGES:** JavaScript and Python

**Projects:**

* Created a working Quiz website with a timer and scoreboard.
* Created a database for a restaurant and implemented it on their website to help customers view their products

# | LANGUAGES

* **Spanish** - native
* **ENGLISH** - Listening (C2), Reading (C2), Spoken interaction (C2), Spoken production (C2), Writing (C2)

# | CORE SKILLS

* Focused and ambitious
* Highly adaptable
* Well organized and methodical
* Flexible and comfortable working with deadlines
* Patient and calm under pressure
* High ability to build empathy in a multicultural environment
* Teamwork and initiative spirit
* Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)

# | PERSONAL INTERESTES

Volunteer work | Outdoor activities | Travel | Social Events | Reading | Environment | Sports | Art | History

# | PROFESSIONAL EXPERIENCE

**EXPO 2020** 09. 2021 – 04.2022

VIP HOSTESS **Dubai, UAE**

* Provide genuinely welcoming and memorable experience for the visitors, handling any questions and helping out with requests.
* Offer consistently professional, friendly, warm and engaging service.
* Approach proactively guests providing them with details related to the particular pavilion.
* Assure the well-being of all guests by maintaining a close, friendly, yet discrete contact.
* Strive to anticipate client needs wherever possible and react to these to enhance client satisfaction.
* Proactively gather and record guest´s feedback to supervisor and act upon them whenever known.
* Control and monitor the guest flow.
* Assist around different areas
* Ensure the safety of the visitors at all times, as well as protect and converse the environment.
* Operate in a safe and friendly way.
* Prove private tours around the pavilion.
* Observe the cleanliness and maintenance of the pavilion and reporting in case of any issue.

**CBRE** Jun. 2014 - Oct. 2020

CORPORATE RECEPTIONIST **London, UK**

* To provide a seamless service to all internal and external clients
* Switchboard operation
* To receive, organise and deliver post to internal staff members
* Meeting room management including bookings, amendments and cancellations
* To undertake and supervise meeting room set-up for all on-site meetings and functions. This includes room layout, Audio-visual & IT set-up assistance
* To answer telephone calls, screen and direct to the appropriate person
* To manage the office environment such as facilities issues, report to building management, log faults
* To manage all stationery orders and stock
* To provide assistance on company events
* To ensure a high standard of customer service at all times
* Providing health and safety information for new starters
* Completing hazard observations
* Recording and typing meeting minutes
* Training new team members
* Management of personal locker utilisation
* Creating, issuing and ongoing management of access passes
* Assisting with the development and implementation of reception processes and procedures
* Assisting with opening of new office sites
* Input data from Cem system into excel
* Fire marshal
* Office safety ambassador
* Project Argus and Project Griffin (Anti-terrorism courses)

**THE KENSINGTON HOTEL** 04. 2017 - 09. 2018

RECEPTIONIST **London, UK**

* Performed check-in/-out of hotel guests courteously and efficiently; provided information and assistance
* Maintained professional and high-quality service at all times
* Liaised with other departments of the hotel
* Dealt with all enquiries in a professional and courteous manner, in person, on the telephone and via e-mail
* Processed reservations by email, telephone, fax and central reservation systems
* Provided reports, as required, for housekeepers and management
* Maximised sales revenues through up selling and marketing programmes
* Maintained personal knowledge by completing in-house training and workbooks
* Delivered excellent customer service, at all times
* Operated switchboard and directing calls appropriately
* Keeping up to date on all hotel products, a service, pricing & promotional offers
* Involved and contributed at team meetings
* Supervised the use of appropriate methods of customer loyalty
* Dealt with complaints, resolved problems, disturbances, special requests and any other issues that may arise
* Administered all reservations, cancellations and no-shows
* Going the extra mile to make customers and potential customers feel valued

**AUPAIRCARE** 11. 2015 - 11. 2016

AUPAIR **New Jersey, USA**

* Organising household arrangements including playdates and weekly grocery shopping for a family of six
* Taking care of three children
* Ensured safety and well-being of the younger members of the family as well as the house
* Assisted with homework and extracurricular activities

**HOTEL LAS ROCAS** 02. 2015 - 10. 2015

RECEPTIONIST **Cantabria, Spain**

* Ensured all customer queries or requests are handled in a polite, efficient and courteous manner
* Promoted upgrades and upsell hotel products and services to drive revenue
* Ordered supplies and coordinate services from outside vendors
* Managed room upgrades in conjunction with the housekeeping team to include guest amenities and requests
* Supervised guests’ personal profiles; administered all reservations, cancellations and no-shows
* Kept up-to-date current promotions and hotel pricing, while maximising bedroom sales opportunities
* Management of VIP arrivals to include heads of state, royalty, ambassadors and celebrities
* All other ad-hoc duties as assigned by the Front Office Manager
* Supervised the use of appropriate methods of customer loyalty
* Dealt with complaints, resolved problems, disturbances, special requests and any other issues that may arise
* Going the extra mile to make customers and potential customers feel valued