

Miracle Malaquias

Legal Technician

PROFESSIONAL EXPERIENCE

1) **Customer Support. Xiaomi Teleperformance. Madrid, Spain. (Dec. 2024-March 2025)**

- Issuing post-sales service quality calls (ensuring customers trust/satisfaction).
- Management of incidents on devices (email, forms) within a dynamic team.
- Handling confidential info (IMEI, S/N), advising in cyberattacks. Troubleshooting.

2) **Legal Trainner/QA Tester- Accenture-Madrid, Spain. (Oct. 2024-Dece 2024)**

- Flag lacks of efficiency in loops of a software providing feedback to managers.
- Software data training for judges.
- Formatting and structuring reports.

3) **Legal Technician (debt recovery)- Mirándalex - Madrid, Spain. (Jan 2023-Jan 2024).**

- Assisting senior attorneys in executive procedures, identifying debtors, and making calls to commercial courts.
- Legal research, drafting and reviewing legal documents (veredicts, contracts).
- Consulting data bases (RPM, BOE, Excel)

4) **Hotel Administrative -Hostal Santo Domingo- Madrid, Spain. (June 2019-May 2020).**

- Management of reservation status in Hostel's Agenda (CRM).
- **Customer service**, Inbound and outbound calls (english, spanish, french)
- **Data registration** (Expedia, Agoda, CRM).
- Cash Flow, issuing bills, problem solving



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"Man is what he does with what has been done to him" - J.P. Sartre, (1960)

PROFESSIONAL PROFILE

I am a graduate in **Law, Philosophy and Website Development**, with over 2 years experience in customer service and **legal projects. I had to manage a diverse workload.** Besides, I lived in **Belgium** for a year, therefore I **speak English, French, and Spanish**; and I am **familiar with multi-cultural environments.** I am **organized, a good communicator, analytical and focussed in problem solving.** in my free time I handle a podcast about Law and Technology. I am currently studying a **Master's Degree in Data Protection, in order to become a Data Protection Officer.**

LANGUAGES

- **Spanish:** Native
- **English:** C1 (Fluent)
- **French:** B.2.3 (DALF-Advanced)

EDUCATION

Master's Degree in Data Protection, GDPR Compliance. January 2025-Currently
UNIR University

Dual Degree in Law and Philosophy. 6 years
Complutense University of Madrid (September 2018 - June 2024) Erasmus Program in Brussels. .

Fullstack Web Development (MERN STACK). 8 months-Bootcamp
Factoría F5. [Github-projects](#)

Course in Cybersecurity in IT & OT. 3 months
Mainjobs and Agencia Para el Empleo.