



MARTA RUBIO DÍAZ

PERFIL

Hace unos años decidí mudarme a Inglaterra para aprender Inglés, después me introduje en el sector turístico en el que he trabajado durante más de un año, tiempo que me ha hecho crecer profesionalmente.

Aunque el turismo tradicional siempre me ha apasionado es obvio que su futuro será digital, por ello y debido a la situación actual, mi interés por este sector ha crecido aún más. Actualmente me siento preparada y con las herramientas necesarias para afrontar mi siguiente objetivo, formarme y adquirir los conocimientos necesarios que me permitan realizar este cambio además de poder poner en práctica y aportar mis habilidades aprendidas anteriormente.

EDUCACIÓN

GRADO SUPERIOR FP DE GESTIÓN DE ALOJAMIENTOS TURÍSTICOS

IES San José- Cuenca, España
Septiembre 2014 - Junio 2016

HABILIDADES

- Sistema de gestión en tour operadores TOURPLAN
- Sistema de gestión hotelera TESIPRO
- Fundamentos del Marketing digital en Inglés Credencial ID EW2CFV2CH
- Idiomas: Inglés nivel Intermedio, Francés nivel básico

INFORMACIÓN PERSONAL

- Fecha de nacimiento 27/12/1993
- Teléfono +44 7902 069754
- Email martarubiodiaz@hotmail.com

EXPERIENCIA

AGENTE DE OPERACIONES Y RESERVAS

Eurowelcome/Anglovision - Tour Operador Londres UK
Febrero 2019 - Julio 2020

- Analizar los requisitos de los huéspedes y agencias de viajes tanto por correo como por teléfono, recomendar opciones adecuadas para los clientes y ayudar a confirmar todas las reservas
- Gestionar y contratar todos los servicios confirmados (excursiones, transporte, guías y hoteles)
- Asegurar la resolución eficiente de todas las consultas de los clientes para los diferentes servicios y operaciones con los clientes
- Gestión de las llamadas y correos electrónicos entrantes al departamento de reservas
- Asegurar que el viaje se desarrolla tal y como se planificó
- Gestión de el teléfono de emergencia

RECEPCIONISTA

Hotel EXE - Cuenca ,España
Abril 2016 - Julio 2016 Contrato en prácticas

- Atención al cliente, proporcionando información tanto turística de la ciudad como del hotel
- Gestión de la salida y entrada de reservas
- Resolución de problemas durante la estancia

CAMARERA DE PISOS

ERISKA HOTEL & SPA - Oban, Escocia
Marzo 2014 - Julio 2014

- Mantener una limpieza exhaustiva de habitaciones y zonas comunes del hotel
- Permanecer en contacto con el departamento de mantenimiento y recepción



MARTA RUBIO DÍAZ

Front End Developer

PROFILE

After finishing my studies in Spain I decided to come to the UK to improve my English, after that I decided to get into the tourism industry and I worked for a year and a half in a tour operator that made tours and trips in the UK for the Latin American and Spanish market.

Thanks to my studies and my experiences I have developed various capacities such as team work, initiative and organization. I am also quite sociable and a quick learner.

My next goal is to find a job where I can demonstrate my skills and continue to improve and learn.

EDUCATION

HIGHER EDUCATION, TOURIST ACCOMMODATION MANAGEMENT

IES San José- Cuenca Spain
September 2014 - June 2016

- Protocol and Public Relations
- Tourist Marketing
- Events Commercialisation
- Tourist Accommodation Management
- Reception and Reservations
- Human Resources

SKILLS

- Tour operator management system
TOURPLAN
- Hotel management system TESIPRO
- Fundamentals of Digital Marketing
Certificate
- Occupational Risk prevention Certificate
- Languages: Native Spanish, Professional
proficiency English, Elementary proficiency
French.

EXPERIENCE

GROUPS RESERVATION

Eurowelcome - Tour Operator London UK
September 2019 - August 2020

- Analyze all guest and travel agent requirements through telephone and emails, recommend suitable options for all customers and assist to confirm all reservations
- Ensure efficient resolution of all guest inquiries for the different services and operations with hotels
- Manage incoming calls for reservation department

REGULAR TOURS

Anglovision tours - London UK
February 2019 - August 2020

- Count the new reservations on each of the tours on a daily basis
- Manage and contract different services as trains, ferries, accommodation, coaches, tour guides etc., for each tour
- Keep in touch with tour guide during the whole tour and solve any mishaps that may occur
- Manage claims and the company's emergency phone number.

RECEPTIONIST

Exe Hotel ** - Cuenca Spain**
April 2016 - July 2016 Internships

- In charge of customer support
- Managing all bookings (Check in, check out)
- Resolution of problems that may occur during the stay
- Room allocation
- Defining and organising the housekeeping department

PERSONAL INFORMATION

- Date of birth: 27/12/1993
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- Email: martarubiodiaz@hotmail.com
- Availability: 1st September



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MARTA RUBIO

FRONT-END DEVELOPER

PROFILE

After finishing my studies I decided to go to the UK to improve my English while working as a nanny. When I became confident with the language I was ready to go into the tourism industry.

I took advantage of the pandemic situation as a challenge to reinvent myself into the technology world. I have learned and developed the necessary knowledge to work as a programmer after an intensive boot camp.

My next goal is to be able to demonstrate my learned skills, improve my knowledge and have the opportunity to learn different technologies in an exciting and challenging job.

SKILLS

- Capacity for teamwork
- Experience working remotely
- Resolute and easily adaptable to change
- Pair programming experience



EDUCATION

Front end Development

Adalab Digital Bootcamp | Remote | November 2021 - February 2022

- Layout : HTML5, CSS3, Flexbox, CSS Grid, SASS
- JavaScript (ES6) and third party web services (APIs)
- Version Control with Git
- Creation of simple SPAs with React
- Node JS : use, debugging and file system access
- Express: static servers, APIs, middleware,, template engines
- SQL : (SQLite) creation and management of table databases
- Slack, GitHub, VSCode, Gulp, Heroku, Terminal, Linter, Zeplin
- Experience in planning and executing projects under the Scrum framework and Agile philosophy

Higher Education of Tourism Management

IES San José | Cuenca, Spain | September 2014 - June 2016

WORK EXPERIENCE

Operations and Reservations Executive

Eurowelcome-Anglovision | London UK | February 2019 - July 2020

- Coordinate and work with the different departments.
- Ensure efficient resolution of all guest inquiries for the different services and operations.
- Resolution of problems that may occur during the trip.
- Manage claims and the company's emergency phone number.
- Analyze all guest requirements, recommend suitable options for all customers and confirm all reservations.
- Tour operator management system (TourPlan)

Receptionist

Exe Hotel **** Cuenca Spain
February 2016 - July 2016 Internships

- Charge of customer support
- Managing all bookings
- Hotel management system (Tesipro)

CONTACT

- Email : martarubiodiaz@hotmail.com
- Phone : +44 7902069754





MARTA RUBIO

FRONT-END DEVELOPER

PROFILE

Al terminar mis estudios, decidí irme al Reino Unido para aprender inglés mientras trabajaba como niñera. Al sentirme segura con el idioma me introdujé en el sector turístico.

Utilicé la situación de la pandemia como un reto para reinventarme en el sector tecnológico.

Mi siguiente objetivo es encontrar un trabajo donde pueda desarrollar mis habilidades aprendidas y seguir mejorando y aprendiendo todo sobre este sector que tanto me apasiona.

SKILLS

- Resolutiva y adaptable al cambio
- Eficiente y proactiva
- Experiencia de trabajo en remoto y trabajo en equipo



EDUCACIÓN

Desarrollo Front-end

Adalab Digital Bootcamp | Remoto | Noviembre 2021 - Febrero 2022

- Maquetación : HTML5, CSS3, Flexbox, CSS Grid, SASS
- JavaScript (ES6) and third party web services (APIs)
- Version Control with Git
- Creation of simple SPAs with React
- Node JS : use, debugging and file system access
- Express: static servers, APIs, middleware,, template engines
- SQL : (SQLite) creation and management of table databases
- Slack, GitHub, VSCode, Gulp, Heroku, Terminal, Linter, Zeplin
- Experience in planning and executing projects under the Scrum framework and Agile philosophy

Técnico superior en Gestión de Alojamientos Turísticos

IES San José | Cuenca, Spain | September 2014 - June 2016

EXPERIENCIA

Agente de Reservas y Operaciones

Eurowelcome-Anglovision | Londres UK | Septiembre 2019 - Enero 2022

- Trabajar y coordinar con los diferentes departamentos.
- Garantizar la resolución eficiente de todas las consultas de los huéspedes sobre los diferentes servicios y operaciones.
- Resolución de los problemas que puedan surgir durante el viaje.
- Gestionar reclamaciones y responsable del teléfono de emergencias.
- Sistema de gestión de operadores turísticos (TourPlan)

Recepcionista

Hotel Exel **** Cuenca Spain
February 2016 - July 2016 Internships

- Encargado de la atención al cliente
- Gestión de todas las reservas
- Sistema de gestión hotelera (TesiPro)

CONTACTO

- Email : martarubiodiaz@hotmail.com
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My next goal is to find a job where I can demonstrate my skills and continue to learn.

SKILLS

- Personal and professional organization
- Encuentra y organiza personas
- Experta en turismo
- Buena trato

INFORMATION

Teléfono: 623 12 34 56
Móvil: 623 12 34 56
hola@university.com
www.university.com
Calle Ora

EDUCATION

Front end Development

Adalab Digital Bootcamp | Remote | November 2021 - February 2022

- Layout : HTML5, CSS3, Flexbox, CSS Grid, SASS
- JavaScript (ES6) and third party web services (APIs)
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Higher Education of Tourism Management

IES San José | Cuenca, Spain | September 2014 - June 2016

Harry Potter

Character finder created by React . Personal Project

Inherited code

Refactoring and Migration to React. Create a basic server with JS, Express Js and SQL database Team Project

Anime Series

Series finder created by JavaScript . Personal project

Awesome Profile Cards

Create a bussiness cards with JavaScripts. Team Project

Anonymous Browser

Created a browser with CSS and animations.

Created a browser with CSS and animations.

Adalab/project-promo-o-module-1-team-4

Project 1 (Team 4)

5 Contributors 71 Issues 0 Stars 3 Forks

Adalab/project-promo-o-module-1-team-4: Project 1 (Team 4)

Project 1 (Team 4). Contribute to Adalab/project-promo-o-module-1-team-4 development by creating an account on GitHub

- Manage incoming calls for reservation department

ons Executive

London UK | 2022

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assist to confirm all

all guest inquiries for the
ons with hotels

