NICOLE SANTAMARIA

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ABOUT ME

I am a passionate, creative, and determined individual with a background in customer service, reservation management, event coordination, and teamwork. Currently, I am pursuing independent studies to become a Front-end Developer. I have successfully completed projects using HTML, CSS, and Bootstrap, and I am in the process of mastering JavaScript as I aspire to launch a career in the field of web development.

EDUCATION

Master's Degree, Digital Media (Distinction)   2022 – 2023
London Metropolitan University, London

Bachelor's Degree, Tourism   2014 – 2018
Rey Juan Carlos University, Madrid

WORK EXPERIENCE

Corporate Receptionist   August 2023 – Present
Rapport Guest Services

- Welcome and register visitors, ensuring a seamless and personalized experience.
- Handle a multi-line phone system with professionalism and efficiency.
- Collaborate with various departments to facilitate efficient communication and guest service.

Hostess   June 2022 – December 2022
Mondrian Shoreditch Hotel & The Curtain Members' Club, London

- Reservation Management: Handled online, walk-in, and phone reservations.
- Customer Service: Welcomed guests, addressed requests, payment processing.
- Event Coordination: Managed email communication for group inquiries and events.

Shop Assistant   May 2021 – June 2022
Gelupo, London

- Payment Processing: Managed customer payments and ensured accurate transactions.
- Inventory Management: Received, organized, and restocked shipments and deliveries.
- Customer Service: Served gelato, prepared hot beverages, and resolved complaints.

Receptionist   January 2020 – October 2020
Imperial London Hotels, London

- Guest Services: Managed check-in and check-out, room assignments, and addressed guest requests, answered guest calls, messages, and coordinated with housekeeping.
- Payment Processing: Handled various payment types and resolved charges.
- Reporting and Accuracy: Ran daily reports and completed cashier and closing reports.

CERTIFICATIONS

Introduction to Web Development, Code First Girls   2023

HTML & CSS, OpenBootCamp   2023

Fundamentals of Digital Marketing, Google Digital Garage   2022

LANGUAGES

English	Proficient
Spanish	Native

SKILLS

HTML	Bootstrap
CSS	WordPress
Basic JavaScript	Visual Studio Code
GitHub	MS Office