

Alba Torres Rodríguez

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CERTIFICATIONS

- **Master's Degree** in Neurology. Specialized in Speech and Language impediments. (Hospital Sant Pau i Santa Creu) 2014-2015
- **Degree** in Speech and Language Therapist, specialty in Neurological Rehabilitation (Universitat Autònoma de Barcelona) 2009-2013

PROFESSIONAL EXPERIENCE

GENERALITAT DE CATALUNYA (CATALAN GOVERNMENT)

Budget and Finance Management, March 2018 – Present

- Manage the investment budget and tangible/current/service goods.
- Manage and process the purchases and contracts in accordance with the procedures established bylaw.

SELLBYTEL GROUP SPAIN

Social Assistant & Customer Service Specialist, June 2015-March 2018

Assistance and management of social networks and customer service specialist for TOUS jewelry, through the outsourcing company Sellbytel S.A. My main functions were:

- Support to the marketing department in management and monitoring of the RRSS (Mainly Instagram, Facebook and Twitter).
- Customer service management in national and international markets. Mainly Spain, the United States, Europe and Mexico.
- Monitoring of e-commerce orders and post-sale incident management at national and international level.
- Support to the direction of the Customer Service department through backup and tutorial of new agents.
- Support to other departments in specific cases. (E-commerce & Logistics, Marketing ...)

HOSPITAL DE SANT PAU I SANTA CREU

Speech and Language Therapist, May 2014- May 2015

- Worked as a speech therapist with a varied client-base, in individuals and groupal sessions during the Master's Degree.
- In charge of the diagnosis and treatment of the patients, as well as the medical discharges if they were necessary.
- Performed sessions of rehabilitation by computer with "Euglia" program.
- Participated in the study of the results obtained in neurological rehabilitation through the software "Euglia."

HOSPITAL DE SANT PAU I SANTA CREU

Speech and Language Therapist Assistant

- Developed and implemented therapy plans for patients with neurological disorders to achieve their highest level of function.
- Caseload: Stroke, Dysphagia, Communication and cognitive problems, Aphasia, Dysarthria, Dysphagia and Voice disorders such as vocal nodules.

CENTRE DE MEDICINA CORRECTIVA

Speech and Language Therapist Assistant

- Worked as a Speech and Language Therapist assistant in the treatment of dysphagia and dysphonia in children and adults.

ADDITIONAL SKILLS

- Proficient with computers (Microsoft Office) & Finance management (GEEC, GAE)
- Higher ICT Certification, Information Technology
- Empathic with excellent interpersonal skills.
- Languages:
 - Catalan: Native
 - Spanish: Native
 - English: Advanced