



RAQUEL CASTRO BERMUDO

I love challenges, which motivated me to reinvent myself, change my professional field and became a web developer, where I have found a great motivation and enthusiasm to continue learning. I have knowledge in HTML, CSS, JavaScript and modern libraries such as React, and I am able to work effectively both independently and in a teamwork. Highly organized and solution-oriented. I am committed to continuous learning and improving my technical skills.

TECHNICAL SKILLS

- Web Page and Application Development:
 - Languages
 - HTML5
 - CSS3
 - SASS
 - JavaScript
 - React
 - Node JS
 - Express
 - MySQL
- Hotel Management Systems and Channel Managers: Protel
 - Synxis/Sabre
 - Siteminder
 - Roiback
 - Opera
 - Suite
- Development Methodologies:
 - Agile and Scrum Philosophy
- Remote Work
- Team Work
- Effective Communication (giving and receiving constructive feedback)
- Self-Learning Capability
- Experience Working Under Pressure
- Organization

TECHNOLOGICAL PROJECTS

API with NodeJS and Express

Created a database and its API. Allows users to perform CRUD operations on the data.

- [GitHub repository Link](#)
- **Technologies used:** NodeJS, Express, MySQL.

Full Stack Project: Dynamic Web Application with React and Database Integration

Team work project. Developed a dynamic web application using React for the frontend, integrating it with a backend database responsible for storing and serving data to the frontend.

- [Github repository Link](#)
- **Technologies used:** React, Node.js, Express, HTML, CSS.

Data Retrieval and Visualization with React

Fetches data from an external API based on Rick and Morty characters. Used React to display the data in various cards.

- [Github repository Link](#)
- **Technologies used:** React, JavaScript, Fetch API, HTML, CSS.

Customizable Card Generator

- Teamwork project. Created a React application where users can create personalized cards using a form. The form inputs allow customization of the content and style of each card.
- [Github repository Link](#)
- **Technologies used:** React, JavaScript, HTML, CSS.

TECHNICAL EDUCATION

Adalab

Bootcamp Web Development Full-time March 2024 - June 2024

680 hours 100% remote.

Training in both front-end and back-end.

Methodology:

- Pair Programming
- Team projects
- Inverted classes

OFFICIAL QUALIFICATIONS

UNIR

- Revenue Management Master Degree October 2022 - April 2023

University of Córdoba

- Degree in tourism, 2013-2017

LANGUAGES

- Profesional English
- Native Spanish

CONTACT

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Github: [Raquelcb24](#)

Location: Currently living in Zaragoza (Spain) but open to relocating to Madrid

PREVIOUS WORK EXPERIENCE

Gran Hotel Inglés *** Grand Luxury (Hidden Away Hotels), Madrid**
Hotel Boutique, member of Leading Hotels of the World

- **Reservations Coordinator (September 2023 - Present)**

Management of the reservations department, training new team members, supporting the Revenue department.

- **Front Desk Agent (December 2021 - Present)**

Ensuring that our guests' stay is as personalized and satisfactory as possible. Managing check-in and check-out procedures, processing payments for services, telephone assistance, and email management. Handling complaints, claims, and decision-making. Billing and cash register balancing. Managing individual and group reservations and maintaining continuous contact with travel agencies and GDS. Controlling room inventory through the channel manager. Administrative tasks specific to the reception, reservations, and concierge departments.

Hotel The Westin Palace ***, Madrid**

- **Front Desk Agent (June 2019 - March 2020)**

Receiving guests, managing check-in and check-out procedures, processing payments for services, telephone assistance, and responding to emails. Handling complaints, claims, and decision-making. Billing and cash register balancing. Administrative tasks.

- **Guest Service Agent (May 2019 - July 2019)**

Managing guest calls and directing them to the appropriate departments (restaurant, reception, concierge, reservations, administration) and resolving guest needs. Managing the Business Center.

Hotel Regina*, Madrid**

- **Front Desk Agent (October 2017, October 2018)**

Managing check-in and check-out procedures, handling and assigning individual and group reservations, concierge duties, billing, cash register balancing, handling guest requests and complaints, telephone assistance, and email management.

Hotel Wellington ***, Madrid**

- **Front Desk Trainee (July 2017, September 2017)**

University internship acquiring knowledge about the hotel's internal operations, managing check-in and check-out procedures, concierge services, and customer service, both telephone and in-person.