

# ANDRES IBORRA

## Accommodation

### PERSONAL CONTACT



+353 832040426



ANDRESIBOSER@GMAIL.COM



14 Mayeston Dr, Mayeston Hall



[www.linkedin.com/in/andrés-iborra-serrano-28a140249](https://www.linkedin.com/in/andrés-iborra-serrano-28a140249)

I am a hardworking and motivated professional with a strong work ethic.

I am self-motivated with effective and strong organizational skills.

I am impartial and confident in what I do and I am ready to take the next step in my career

### EDUCATION

**Higher vocational training in IT**  
**Gredos San Diego**  
**2014-2016**

### EXPERIENCE

#### Accommodation Assistance (The Samuel Hotel) 12/07/2022-CURRENTLY

- Experience cleaning and maintaining hotel rooms
- I have experience making beds, cleaning bathrooms, and cleaning furniture
- Towels are being replaced in guest rooms
- Hoovering the rooms and corridor
- Removed the rubbish to the appropriate areas
- Knowledge of the appropriate use of various cleaning materials and detergents
- Knowledge ensures proper clean and care of equipment

#### Kitchen porter (Skellig Hotel) 04/06/2022- 06/07/2022

- Basic food preparation.
- Washing up, cleaning and clearing all kitchen areas.
- Unloading and putting away deliveries.
- Emptying bins, sweeping and mopping floors.
- Ensuring all equipment is clean and put away correctly.

#### IT support

##### (PC TECH ASSISTANCE S.L. for Caixa Bank - Spain) 24.11.2021 to 25.02.2022

- Experience troubleshooting technical issues for live video streaming
- Familiarity with multiple support channels (e.g. help desk, live chat, phone)
- Excellent written communication and interpersonal skills
- Remain cool under pressure, especially when interacting with high-priority customers
- Proactive and highly organized approach to work

#### Technical assistant

##### (ES FIELD DELIVERY SPAIN, S.L. for HP Spain) 19.04.2021 al 29.10.2021

- Configuration of computer systems
- Diagnosing software problems
- Provide in person assistance or by phone or email
- Perform onsite and remote control customer support
- Troubleshooting network problems
- Testing new technologies.

#### Technical assistant

##### (ALTEN SOLUTIONS - Spain) 27.12.2016 to 22.06.2022

- Internal application support.
- Resolution of incidents of 1st level face-to-face and remote
- Documentation of procedures.
- AirWatch mobile security suite. Mobile configurations, iPads, etc.
- Repair and maintenance of equipment (hardware and software)

### SKILLS

#### Professional

Customer Experience and Customer service skills  
Managing confidential data  
Gathering data and updating database  
Microsoft Package Office 365  
Communication skills

#### Personal

Open minded  
Hard working  
Adaptable and friendly person  
High energy and driven  
Problem solving and multi-tasking  
Native Spanish speaker with English