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Personal Profile

I am looking for a new opportunity to pivot my customer service experience into a more tech focused role in software development and am excited for a new hands-on future in tech. Throughout my various different job roles so far I have gained experience in multiple areas but among my top skills I boast fantastic people skills, recruitment and sales skills in English or Spanish. I am highly driven with an entrepreneurial spirit and a thirst to better not just my skill set, but myself as an individual. I am always eager to learn and never afraid to start at the bottom and work my way up to the top. In my work history below I have demonstrated a clear ability to lead, manage, teach, write, coach, recruit and sell with impeccable customer service and self application.

Employment History

MMU InDigital Skills Bootcamp

Oct 2021- Mar 2022

- Touched on various technologies with a mind to pivot into a more tech focused role.
- Built on existing HTML, CSS and Python.
- Learned various Cyber security basics.
- Learned to design, brand and pitch a business idea.

Pomelo Pay- Payments software- Fintech

2020-Dec2021

Head of Customer Success and Partnerships

- Reported directly to the UK CEO to manage strategy for incoming customers through the pipeline and current accounts.
- Managed a team of sales staff, account managers and onboarding managers to keep customer satisfaction high and customer journey as smooth as possible.
- Recruited, trained and onboarded any new members of staff into my team personally and carried out product training for all new staff company wide.
- Worked closely with compliance teams to avoid any high risk or suspicious applications being onboarded by doing thorough KYC and Due Diligence checks on all our applications.
- Worked closely with tech teams and compliance teams to pioneer a new onboarding function by using Open Banking information to improve our due diligence and onboard customers with even more insight than ever before. Actively decreasing our vulnerability to high risk applications over night.
- Managed the strategy for account management and sales so that we were always maximising the potential of our customer base and improving our conversion rate.
- Personally managed a portfolio of high net worth accounts for which we were the acquirer.
- Was responsible for the overall KPIs for the whole pipeline including Sales targets, onboarding conversion rates, account management increasing transactions, customer loyalty and churn rate.
- Carried out high level pitches and demos to senior board members and directors in order to sign up new businesses.
- Worked closely with heads of department to make sure that strategic tech decisions were always based on customer satisfaction and or loyalty. It was always my job to make sure that what we were going to build next would yield better conversion, better satisfaction, more transactions and a lower churn rate. If at any point we were going in a direction that didn't

reflect those goals it would be my job to steer it back so we were continuously focused on what our customers need and how we can make their lives easier.

- Continuously worked to set up mutually beneficially tech partnerships to bring our customers more value to our offering whilst increasing exposure by joining up with other platforms.
- Look for ways to use partnerships to increase PR opportunities and exposure.
- Use partnerships to reduce the burden on the developers- If someone has already built it we may not need to; a partnership gives us access to their tech and they get access to our customer base.

Self Employed- Jobsolutly Limited- Labour supply start up

2018-2020

Director

- Set up the business and employed the relevant people into necessary positions.
- Actively recruit and interview prospective candidates.
- Actively seek work opportunities for our candidates.
- Place as many candidates each week as possible.
- Send out, manage and monitor invoices to receive payment for placements made each week.
- Work closely with the Tech team to build an automated database that would take the manual work out of daily recruiting and placing.
- Manage the payroll of staff and workers.

Pass the Keys- Short Let Property Management Agency-

May 2017- 2018

Sales Manager/ Head Host Advisor

- Continuously monitor and manage inbound leads using the company CRM system.
- Schedule face to face meetings and telephone consultations to explain and sell the service to prospective clients.
- Use sales skills to influence potential clients' decisions to choose Pass the Keys for their Short let Management needs.
- Manage both inbound and outbound calls and effectively follow up with emails or follow up calls.
- Manage my own personal customer pipeline making sure that no potential leads are dropped or lost from lack of organisation.
- Train new team members joining the sales department, making sure they are up to date with company service offerings, prices and operations, whilst also making sure that from a sale perspective they have a clear and impulsive pitch to maximise their chances of closing new deals.
- Push team towards individual and team targets using continuous coaching, KPI setting and quarterly goal setting.
- Carry out and perform regular Seminars for 30 people plus to discuss our services and pitch on a larger scale.
- Assisting the marketing department by writing content to be published on their blog or used as press releases, pooling my knowledge on the short let market and using my writing skills.

Red Planet Marketing- 5 Stage Business Development Programme(Sales and Recruitment)-

December 2013-March 2017

Stage 5 Assistant Manager.

- Maintaining fantastic customer service in order to earn a stable income on sales whilst working on 100% commission. During the 3 years in the company I represented various face to face events campaigns, clients and divisions including both commercial and charity sector sales and was able to be consistent and profitable in each one.

- Arranging and organizing daily/ weekly schedules for a team of 25 people ensuring each had an event to work at and the sufficient training in order to make money for themselves.
- Arranging Daily sales coaching, meetings and motivational speeches to drive sales of all 25 members of the team.
- Oversee and manage the performance of a sales force, keep track of both individual and team profits and sales made using excel spreadsheets calculating each individual's take home each week and the team profit made, ensuring that performance always met with specific breakevens and if not adequate retraining was put in place.
- Meeting weekly personal/ team recruitment targets to get new appointments in and new people into the business to faster build my own teams team and hence profit put.
- Actively manage the recruitment pipeline including sourcing, contacting and interviewing potential candidates for entry level positions.
- Encourage and mentor those coming through the stages to follow your example and be prepared to carry out one on one mentoring meetings, calls and training if required.
- Public speaking at networking meetings to share best practice and educate others who aspire to be in your position.

Self Employed Start up Director for Festival Track Travel App- June 2013- June 2014- Travel Write, App developer, investment presenter.

- Daily travel writing for various exciting events in both spanish and english.
- Liaising with app developers overseeing aesthetics, design and functionality of app.
- Pitching investment presentations for app's future in spanish and english.

Colegio Publico de Virgen de Luna- September 2011-2012- English Teaching Assistant

- Assisting teachers during english classes and making sure that all children had a good understanding of English and great pronunciation.
- Assist with class planning with a particular eye for adequate grammar and phrasing in all lesson plans.
- Mark all english homework so each child was marked fairly by a genuine english speaker.
- Have a good understand of all different learning styles to best help each child in the class.

Quercus Academias de enseñanzas diversas en Villanueva de Cordoba- September 2011-2012- Adult English Teacher

- Prepare a class of 10 adults for their english exams at the end of the academic year.
- Plan and prepare each class plan making sure each learning style was catered for.
- Get each student to maximise their potential to achieve the best grade in English possible.

Annie's House Nursery-2006-2008- Nursery Assistant

- Looking after children between ages of 3 months to 10 years old.

Education

Mmu InDigital Skills bootcamp.

Oct 21- Mar 22

She Codes

Coding boot camp

Oct-Dec 2021

Compliance courses Jan 2021-May 2021	Merit- ICA- Introduction to AML, KYC and Due Diligence training.
Degree Sep 2009-Jul 2013	2:1 BA Joint Honours Spanish and Linguistics from University of Leeds.
Sep 2011- Jul 2012	Year Abroad Spain- TEFL Certificate Teaching English to children and adults.
A-Levels Sep 2008- Jul 2009	French A2 B- Achieved during Gap year after travelling through Canada.
Sep 2006-Jul 2008	Spanish A, Psychology A, Maths B, French (AS) B, Music (AS) C.
GCSE Sep 2004- Jul 2006 A,	Spanish A, English Lit A, English Lang A, Maths B, Physics B, Chemistry A, Biology A, Music A, Physical Education A, History A, French A, IT A.