

CURRICULUM VITAE- Developer

VICTORIA SAMPALO



Hi, my name is **Victoria** but you can call me Vicky
19-06-1995 (28 years old)
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SKILLS

Professionals Skills: Customer service, conflict resolution, handling complaints, public relations, adaptable, self motivation, maintaining high levels of activity, team player

Computer Skills:

Java, Javascript, React, Bootstrap, SQL, PHP, HTML5, CSS, JQuery, Docker, Jenkins, Ajax, Ubuntu, Windows, Mac, Cover Manager, Salesforce, Fidelity, Adobe Illustrator, Adobe Photoshop, Microsoft Word, Excel, Revo Support, Bartolomé TPV.

LANGUAGES EXPERIENCE

SPANISH - native
ENGLISH - B2
FRENCH - A2

-Restaurant Cashier Agent of 'GRUPO MOSH'. (Marbella)
Hospitality Group. La Cabane, Playa Padre, Momento, Nu, Mosh, Motel. (June 2022 – September 2023). Description:
• Handle cash transactions as a restaurant cashier.
• Box auditing duties.

-Call Center Agent of DANI GARCÍA GROUP. (Marbella)
Enterprises Group led by the famous chef Dani García with *****Michelin Star**. (October 2019 – September 2021).
Description:
• Management of reservations in inbound calls or emails
• Provide customers with product and service information and then sell it • Enter new customer information or update existing systems. CRM database
• Management of groups reservations
• Document all call information according to standard operating procedures and produce reports of them

-Waiter 's Assistant in Formentor, A Royal Hideaway Hotel. (Port Pollença, Mallorca). (May 2019- September 2019). Although the duties assigned here:
• Booking management and customer service
• Assisting the cashier in generation of the daily cash reports
• Maintaining detailed records of served orders and collected cash

-Receptionist in PUTTSHACK. Mini golf. Bar. Restaurant. Bar (Westfield London, London). The biggest mini golf with high technology in London. (November 2018- March 2019).
Description:
• Booking management and customer service
• Maintenance and reception in the course
• Cloakroom

-Hostess in BYRON HAMBURGERS. (Westfield London, London). (October 2018-November 2018). Description:
• Booking management and customer service

-Call Center Agent and Guest Relations of DANI GARCIA GROUP. (Marbella) Enterprises Group led by the famous chef Dani García with *****Michellin Star**. Nº 53 The Best Chefs Awards 2018. (Sept 2016-Sept 2018). Description: • Management of reservations in inbound calls or emails
• Management and resolve customer complaints by internal opinions and .Trip Advisor
• Provide customers with product and service information and then sell it • Enter new customer information or update existing systems. CRM database
• Document all call information according to standard operating procedures and produce reports of them.

-Professional practices of Public Relations in STARLITE FESTIVAL 2016. (Marbella). Hospitality department.
(15/06/16 -20/08/16). Description:

- Recollection of personalized information about each VIP client
- Hall conditioning and VIP boxes
- Personal attention throughout the VIP customer service
- Resolution of problems quickly, effectively and discreetly.

EDUCATION

- Higher FP in Web Application Development (IES Mar de Alborán, Estepona – 2021 –2024)

-University Degree in Advertising and Public Relations (University of Malaga, Málaga – 2013 –2017)

-General Certificate of Education in Engineering (IES Guadalpín Marbella, Málaga –2011-2013)

COURSES:

- Google's courses 'activate' (September 2017-January 2018)
 - o Basic course in Digital Marketing
 - o Web Analytics
 - o E-Commerce
 - o Introduction to Web Development, part I
- Course in Public Relations in Audiovisual Events, Starlite Festival (summer 2016) -
- Course in Protocol and Public Relations (UNED Malaga, 2016)
- Course CPR, Cardiopulmonary Resuscitation (Exapumi, Malaga, 2016)