

# JONATHAN BERDEJO

 berdejosanchez@gmail.com  Spain, 29014

## ABOUT ME

Professional with experience in customer service, logistics, and administrative support. Over five years of proven experience, recognized for sound judgment, organization, and the ability to resolve issues efficiently. At DHL, I strengthened my skills in data traceability and document management. Proficient in Excel, Google Workspace, and ERP SAP, with experience in order tracking, stock control, and data updating. Bilingual communication in Spanish and English (C1 level). Seeking an office-based or remote position to further develop my career, following a continuous learning and professional growth methodology.

## WORK EXPERIENCE

### DHL LOGISTICS – COORDINATION AND ISSUE RESOLUTION

- Recording and resolution of incidents using ERP systems and **Excel** control sheets.
- Inventory monitoring and package **traceability** using integrated digital platforms..
- Data entry** and verification of shipment data, updating records and labels as required.
- Coordination** of truck arrivals and departures via radio communication.
- Operation of forklifts and electric pallet trucks for unloading, sorting, and relocation of goods.

### HOSPITALITY – WAITER, SUPERVISOR, AND CUSTOMER SERVICE

Málaga and Madrid | May 2020 – Apr 2024 Experience in team coordination, client communication, and process management in fast-paced environments.

Responsible for task distribution, quality control, and smooth service operations. Developed strong multitasking, problem-solving, and customer relations skills.

- Certified in food safety and workplace procedures.

## EDUCATION

2025	Logistics and Warehouse Management   Forklift Operator
2021	Microsoft Office – Online Course
2017 - 2019	High School Diploma   Novaschool Añoreta

## TOOLS

Digital & Remote: Google Workspace, Microsoft Office, Trello, Asana, Teams, Zoom

Administrative: Excel , Google Sheets, Outlook, Gmail, HubSpot, Zoho CRM

Automation: ChatGPT, Microsoft Copilot, Google Duet AI, Zapier, Apps Script

Web & Data: HTML, CSS, GitHub, Power BI, Google Data Studio

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