

Martinez Piquer, Arantxa

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I used to work in hospitality and customer service, moved to a web content editor position after the pandemic started where I have been able to use my wide set of skills, improve them and expand on even more areas. Looking to continue my journey towards my goal of becoming a UX Designer. **Portfolio: [Ampiquer.com](https://www.ampiquer.com)**

- Comfortable with Figma, M365, HTML5, CSS3 and CMS software.
- Basic knowledge of Javascript, Bootstrap4, Java, and Git.
- Comfortable with: Adobe XD, Adobe Photoshop, Adobe Illustrator.
- Good planning and organizational skills, as well as with scheduling work/time.
- Trained in research and documentation.
- Excellent communication skills, both verbal and written.
- Languages: English/Spanish (Bilingual), Italian (intermediate level), French (beginner level).

BSc (Honours) in Computing & IT and Design (2018-2021)

The Open University

- Achieved grade: 2:1.

Coursera Courses:

- User Research and Design
- User experience: Research and Prototyping
- Front-End Web UI Frameworks and Tools: Bootstrap 4
- Front-End Javascript Frameworks: Angular

HNC on Web Development and Digital Design (2017-2018)

New Lanarkshire College – Coatbridge Campus

- Achieved grade: Distinction
- Class representative

HND in Tourist Guide, Information and Assistance (2013-2015)

IES Benlliure, Valencia

- Achieved grade: Distinction
- Class representative (2nd year)

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Web Content Editor

(July 2020 – July 2022)

Capita HR solutions

- Handled projects from requirement gathering to delivery, dealing directly with stakeholders.
- Responsible for a long-term project with a hard deadline that entailed constant communication with stakeholders, and success criteria analysis.
- Implemented internal web pages by using CMS software enhanced with HTML, CSS and JavaScript, adding creative input –within Brand constraints.
- Produced internal guideline documents for the team, including definition of processes (lowering the risk related to continuity).

Customer Service Advisor (L1 agent)

(July 2018 – May 2020)

Sykes Global Services

- Responsible for handling both connect (Amazon & Chat) and traditional channels (phone/email).
- Created, implemented, monitored and managed new connect channel related to Amazon reviews, increasing exposure of customer satisfaction to management.
- Awarded performance incentives consistently for 9 out of 12 months a year.
- Support to supervisors on preparing and providing training to team members.

Front desk supervisor

(March 2016 – Dec. 2016)

Holiday Inn Kensington Forum

- Promoted from receptionist.
- Improved team member's incentives process.
- Implemented and managed crew reception monitoring process.
- Data analyst: responsible for reviewing customer's feedback.

Front Desk Receptionist

(June 2015 – March 2016)

Holiday Inn Kensington Forum

- Increased customer satisfaction.
- Implemented internal procedures regarding crew mail handling.
- Employee of the month (Feb 2016).