

# Arantxa Martinez Piquer

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## EXPERIENCE

### Capita HR Solutions, Edinburgh — *Web Content Editor*

July 2020 - June 2022 (Remote)

Go-to person for a Sharepoint based year-long project with a hard deadline that entailed constant communication with stakeholders.

Able to implement internal CMS web pages, enhancing them with HTML, CSS, JavaScript and personal creative input – within Brand constraints.

Lowered the risk related to continuity by producing internal process guides for the long term benefit of the team.

### Sykes Global Services, Edinburgh — *Level 1 Agent*

July 2018 - May 2020

Implemented, monitored and managed new communication channel, increasing exposure of customer satisfaction to management.

Awarded performance incentives consistently 9 out of 12 months a year.

### IHG Hotels, London — *Front Desk Receptionist/Supervisor*

June 2015 - March 2016 - December 2016

Driven enough to achieve promotion in less than a year.

## EDUCATION

### The Open University — *BSc Computing, IT and Design*

September 2018 - November 2021

Achieved grade: 2:1.

### New Lanarkshire College, HNC on Web Development

August 2017 - June 2018

Achieved grade: Distinction

## PORTFOLIO

<https://www.ampiquer.com>

## SKILLS

Figma, Adobe XD

Adobe Photoshop, Photopea

Adobe Illustrator

Soft Skills, Team player

Planning & Organisation

Research & Documentation

M365, Skype, Zoom

HTML5, Javascript, Git

CSS3, Bootstrap

CMS (Jive & AEM)

## LANGUAGES

English: Fluent

Spanish: Native

Italian: Beginner

## OTHER INTERESTS

Arts & Crafts, Painting & Drawing, Opera, Musicals, Theatre, Cinema, Books, Travelling and much more!