

Martinez Piquer, Arantxa

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I used to work in hospitality and customer service, currently full-time working, and full-time studying a BSc(Honours) in Computing & It and Design. Looking to step into a job related to web development; you can see more of my personality and my skills through my website www.ampiquer.com

- Comfortable with HTML5, CSS3, LESS, Javascript, Bootstrap4 and Wordpress.
- Basic knowledge of Angular, C#, Python, PHP, Git and MySql. Currently learning Java.
- 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-Present)

The Open University

- With 2 distinctions on the 1st year and an average of 83% on the submitted tasks for the 2nd year; aiming to finish in 2021 with a 2:1 or a 1 st .

Coursera Courses:

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

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)



Costumer Service Advisor (L1 agent)

(July 2018 – now)

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.
- Awarded 2 “good job” rewards from management in the last 4 months.
- Support to supervisors on preparing and providing training to team members.

Reservations agent

Holiday Inn Bloomsbury

(Dec. 2016 – March 2017)

- Improved internal scheduling system

Front desk supervisor

Holiday Inn Kensington Forum

(March 2016 – Dec. 2016)

- Promoted from receptionist.
- Improved team members incentives process.
- Implemented and managed crew reception monitoring process.
- Data analyst: responsible for reviewing customers feedback.

Front Desk Receptionist

Holiday Inn Kensington Forum

(June 2015 – March 2016)

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