Martinez Piquer, Arantxa

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Profile

Over a year ago I finished an HNC on Web development and Digital Design, but feeling I needed more I started a BSc in Computing & IT and Design (which I´m currently in my second year) in my spare time. In my current position in the customer service industry I´m always putting myself on the shoes of customers to be able to see the needs and solutions I can provide to make them happy, a skill I can export to other aspects of my life.

I am a perfectionist, so a job looking for the finer detail to fix would be perfect for me. In my view, challenges are the spice to have an interesting life, so I´m not afraid of them, I welcome them. I´m a quick learner and ready for the start of my career in web development.

Education

BSc (Honours) in Computing & IT and Design (2018-Present)
The Open University

Course "Front-End Web UI Frameworks and Tools: Bootstrap 4" (June 2018)
Coursera (The Hong Kong University of Science and Technology)

Course "Front-End Javascript Frameworks: Angular" (June 2018)
Coursera (The Hong Kong University of Science and Technology)

Course "User Research and Design" (May 2018)
Coursera (University of Minessota)

Course "User experience: Research and Prototyping" (May 2018)
Coursera (University of California San Diego)

HNC on Web Development and Digital Design (2017-2018)
New Lanarkshire College – Coatbridge Campus

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

English improvement course of 3 weeks (2007)
Frances King, School of English (London)

Skills

- Comfortable with HTML5, CSS3, LESS, Javascript, Bootstrap4 and Wordpress.

- Basic knowledge of Angular, C#, Python, PHP, Git and MySql. Currently learning Java.

- Good planning and organizational skills, as well as with scheduling work/time.

- Good communication skills, both verbal and written.

- Trained in research and documentation.

- Comfortable with: Adobe XD, Adobe Photoshop, Adobe Illustrator

- Languages: English/Spanish (Bilingual), Italian (intermediate level), French (beginner level).

Professional experience

Sykes Global Services Ltd *(July 2018 – now)*
Level 1 Agent

-Handling both connect channel (Amazon & Chat) and phone/email channel.
-Helping L2s in training sessions and reports

Holiday Inn Bloomsbury *December 2016 – March 2017*
Reservations agent

- Update and review new bookings.
- Check arrivals & departures.
- Answer requests, rate enquiries and general question via email and phone.

Holiday Inn Kensington Forum *March 2016 – December 2016*
Front desk supervisor

- Promoted in March, I had to take in the following responsibilities on top of my existing ones in my previous position, becoming an all-round team leader:
- Support front office team members and Manager.
- Room allocation and schedule balancing.
- Switchboard & Guest Relations support
- Financial management: employee incentives and cashiering.
- Data analyst: responsible for reviewing customer's feedback.

Holiday Inn Kensington Forum *June 2015 – March 2016*
Front desk receptionist

- Opera system trained
- Check-in and check-out procedure.
- Customer complains handling & Cashiering.