

# Martinez Piquer, Arantxa

[arantxa.martinezipiquer@gmail.com](mailto:arantxa.martinezipiquer@gmail.com)

Telephone: 07393688980

[www.ampiquer.co.uk](http://www.ampiquer.co.uk)

## Profile

All my life I've been inclined to design, but it wasn't until recently that I realised my true calling in life. That's why I enrolled in an HNC for web design and now I would like to use my newly acquired skills (and keep improving them) to create well designed products.

I am a responsible, organised and dedicated person. Used to working in a very busy environment dealing with people of all ages and cultural background, always maintaining politeness and a positive attitude. I'm a quick learner and take on new challenges with enthusiasm.

## Professional experience

### **Holiday Inn Bloomsbury**

*Reservations agent*

*December 2016 – March 2017*

- Update and review new bookings.
- Check arrivals & departures.
- Answer requests, rate enquiries and general question via email and phone.
- Check no shows & cancellations.
- Assist reception.

### **Holiday Inn Kensington Forum**

*Front desk supervisor*

*March 2016 – December 2016*

- Promoted in March, I had to take on 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**

*Front desk receptionist*

*June 2015 – March 2016*

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

**Internship at APV (Port Authority in Valencia)***Assistant in Registry department**April 2010 – March 2011*

- Customer service, registry update, daily record of in/out documents, and document search in the archives.

**College Library “Gregory Maians”***Costumer service**April and June 2009 (several weekends)*

- Customer service, book search, and bookshelves organisation.

**Support after-classes teacher for children in between 7 and 15 years old***November 2004 – June 2014*

- Help with homework, exams preparation, and reinforcement exercises.

**Construction Company, COURVAL***Secretary assistant**July/August 2004*

- Sales invoices issuing, and text transcription.

---

**Education****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**

- Trained in research and documentation.
- Good planning and organisational skills, as well as time management and prioritisation skills.
- Good communication skills, both verbal and written.
- Work well under pressure.
- Comfortable with: Adobe XD, Adobe Photoshop, Adobe Illustrator
- Knowledgeable of: HTML5, CSS3, LESS, Javascript, Bootstrap, Wordpress, Accessibility in HTML/CSS.
- Well-versed in Microsoft Office package.

**Languages****Spanish:** Native**Italian:** intermediate level**English:** C2 level**French:** beginner level

