

Carlota Navarro Calbet

CN



Madrid, Spain

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<https://carlotanavarro.github.io/>
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Profile

I am a person who has vocation for customer service and committed to delivering the highest level of service to them. I enjoy working in a team, I am flexible and able to manage changes, prepared to work hard and eager to keep learning.

Education

Corporate Communication, Events Management and Protocol (English)

Universidad Rey Juan Carlos
(2016 – 2020)

Advanced Studies in Hospitality Management

University of California, Riverside
(2019 – 2020)

Additional Education

Budgeting

Harvard ManageMentor
(2019)

Microsoft Office Specialist

MOS
(2016)

Certificate of Monitor in Leisure and Recreation

Grupo Joven
(2017)

Work Experience

Events Management – Hosted Buyers Program

Grupo Gourmets – Salón Gourmets
(2022)

Marketing and Communications Department

Norak Group
(2020 – 2021)

Community Manager

AnuQuet
(2021)

Animation Department

Holiday Village Rhodes (Greece)
The Entertainment Department
TUI
(2021)

International College Program

Walt Disney World
(2019 – 2020)

Languages

100%

Spanish

Native language

English

C1 IELTS Certificate

80%

45%

Italian

B1 Level

Chinese

A2 Level

25%

For more detailed information, please visit
my portfolio web:

<https://carlotanavarro.github.io/>



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Other Experiences

Incident management for concerts and events.

Ticketmaster

(2016 - 2019)

Summer Camp Entertainer

KidsCo and Grupo Joven

(2017 - 2018)

Volunteer Monitor

Santa María de Yermo School

(2015 - 2019)

English Teacher

Particular teacher

(2012 - 2019)

Key Skills



Creativity



Communication



Interpersonal Skills



Customer Service



Time Management



Transferable Skills



Motivational Skills

Why do I fit this position?

I have vast experience working and interacting with different cultures and nationalities, having worked in several international companies such as the Walt Disney Company, TUI Hotels or more recently in Grupo Gourmets collaborating in the management and organization of the Hosted Buyers Program, the international program for guest buyers at Salón Gourmets. These experiences have helped me gain the ability to pick up on new skills such as marketing and communications, customer relations, time management, activity planning and team motivation to name a few, as well as improve my English and gain a basic understanding of Italian and Mandarin.

I'm a very outgoing and dynamic person and enjoy working with people from all parts of the world. I believe in the importance of communication and respect, not only towards the clients, but also with my team members in order to maintain a strong team morale. I am passionate about the work I do, I'm an incredibly hard worker, and I always keep a positive attitude, and these attributes are why I believe I would be a great asset to your team and I would be honoured and grateful to be considered for this position.