

# Carlota Navarro Calbet

CN



Madrid, Spain

(+ 34) 666 036 001

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

carlotanavarrocalbet@gmail.com



## 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)

For more detailed information, please visit  
my portfolio web:

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



## 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

C1 IELTS *English*  
Certificate

100%

45%

### *Italian*

B1 Level

*Chinese*  
A2 Level

25%

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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.