




MADDALEN AGINAGALDE

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 maginagalde.github.io

SOBRE MÍ

Account Manager with a deep passion for the dynamic realms of e-commerce, digital marketing, and social media. Over the past years, I've fostered strong client relationships and achieved exceptional results in the digital landscape.

My journey involves not just professional experience but a genuine love for staying at the forefront of industry trends. I thrive on acquiring new insights and honing my skills in Social Media Marketing, Relationship Management, and Digital Advertising.

EXPERIENCIA

Senior Account Manager

Domestika, S.L. | May 2021

- Build and maintain strong relationships with clients, understanding their goals and providing personalized guidance and support throughout their Domestika journey.
- Act as a trusted advisor, proactively identifying opportunities and providing strategic recommendations to help clients achieve their creative ambitions.
- Collaborate closely with internal teams, including Sales, Marketing, and Customer Support, to ensure seamless client experiences and satisfaction.
- Monitor and analyze client performance metrics, providing data-driven insights and recommendations to optimize their results.
- Stay up-to-date with industry trends and competitor analysis, sharing relevant insights with clients to help them stay ahead in the creative landscape.

Senior Content Curator

Apple Inc | Sep 2019 - Jan 2021

- Coordinating with major music providers and publishers to ensure their products comply with Apple's guidelines, conducting thorough research when necessary.
- Review submissions to Apple Music, iTunes Store, and Book Store (books and book series).
- Generating tickets to prompt content providers to make necessary corrections or updates to their products.
- Managing ticket submissions and responses from providers.
- Mentoring new hires to ensure successful onboarding and integration into the team.
- Developing and delivering keynotes and educational content to enhance team skills and knowledge.
- Collaborating with cross-functional teams to achieve common goals and objectives.
- Recommending content additions or edits to knowledgebase tools to improve team efficiency and productivity.

EXPERIENCIA

Partner Relations Specialist

Apple Inc | Aug 2018 - Sep 2019

- Providing administrative and technical support for developers (iOS, Safari, and Mac) via phone and email, responding within the timeframes set out in the agreed SLAs.
- Working cross-functionally with other support and escalation teams to ensure developers' needs are met.
- Identifying the source of repeat issues through root cause analysis input.
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives.
- Regularly reviewing all Developer Services related web content ensuring information is current, escalating any discrepancies found.

Sales and Service Specialist

Marriott International| May 2017- Jul 2018

- First contact resolution approach in dealing with customer interactions.
- Receive and process calls, and respond to online communications and conversations related to Starwood Hotels & Resorts.
- Generate sales for Starwood Hotels & Resorts Worldwide properties by using effective sales techniques.
- Provide information on all Starwood brands/properties on room availability, rates, packages, amenities, and any information requested by the customer.
- Enrollment of new customers to the Starwood loyalty program.
- Achieving monthly sales targets.

Asistente de exportación de ventas

Ingrid L. Blecha GesmbH| Oct 2015- Jul 2016

- Business development: Client acquisition and customer relationship management.
- Providing and maintaining strong professional relationships with customers.
- First point of contact for customer queries.
- Management and processing of quotes for the sale of aluminum profiles and marketing activities.
- Build and manage database of potential contacts using CRM software.

FORMACIÓN

CEINPRO

Web Development | 2023

Coursera & Meta

Social Media Marketing Management | 2023

Hubspot Certification

Email Marketing | 2022

Cork College of FET - Morrison's Island Campus

Event Management, Meeting and Event Planning | 2018 - 2019

Zubiri Manteo BHI

HNC Sales & Marketing | 2011 - 2013

COMPETENCIAS

- Trabajo en equipo
- Estrategias de Marketing
- Gestión de clientes
- Comunicación
- Resolución de problemas
- Adaptabilidad

IDIOMAS

Español, Euskara
Nativo

Inglés:
C2