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Career Summary

**December 2019 Operations Manager & Customer Services
to March 2021 Decathlon Brighton, Brighton (UK)**

Coordinating the Hiking Textiles Department in Decathlon Campus in Surrey Quays.

- Safety of goods and people (Maintenance, Safety & Duty training, new Covid rules implementation).
- Manage P&L for back office, cash management, efficiency and productivity and flow of goods and stock.

**February 2018 Department Manager (Hiking Department)
to November 2019 Decathlon Surrey Quays, London (UK)**

Coordinating the Hiking Textiles Department in Decathlon Campus in Surrey Quays.

- Recruit, manage & develop the team (8 direct reports)
- Design and deliver the Department's commercial strategy based on market analysis
- Implement commercial actions & develop the business
- Manage the Department's forecast, productivity analysis and catchment study.
- Part of the International Team that worked on the opening of the first Decathlon Store in Korea

**July 2017 Department Manager (Nature Department)
to February 2018 Decathlon Surrey Quays, London (UK)**

Coordinating the Nature Department in Decathlon Campus in Surrey Quays.

- Recruit, manage & develop the team (4 direct reports)
- Design and deliver the Department's commercial strategy based on market analysis
- Implement commercial actions & develop the business
- Manage the Department's forecast, productivity analysis and catchment study.
- Training Coordinator

**September 2016 Sport Advisor (Hiking Department)
to June 2017 Decathlon Surrey Quays, London (UK)**

Worked in Decathlon Campus in Surrey Quays ensuring that the department is attractive at all time and that the customers can easily find what they are looking for.

- Welcome and advise customers, finding the product that best suit their needs
- Make sure the right stock is available for our customers, with the best layout
- Till operations & customer attention (Online reservation management)

**May 2016 Team Member
to September 2016 Pret A Manger, London (UK)**

Worked as part of the Pret a Manger Team to produce the right products at the right time in Pret kitchens and deliver a wonderful customer experience.

- Delivery management and restocking the fridges
- Production of several Pret Products within the company established standards and in the stated time-frame
- Till operations & customer attention

**April 2014 Senior Manager, Remittance and Settlement Department
to July 2015 IATA, Amman (Jordan)**

Led the Treasury Operations Department, supervising 2 Assistant Managers and 9 Analysts, monitoring collections and settlements worth USD 20 billion annually and steering the daily Operations in line with IATA standards, rules and procedures

- Implemented robust internal control with updated procedures and policies
- Critically reviewed and ensured the integrity and accuracy of the Remittance and Settlement process and the Hinge Account Reconciliation
- Partnered with central IATA departments in Geneva to streamline processes and optimise Standard Operating Procedures

Major achievements included migrating operations to the Global Remittance and Settlement Tool (making Amman the first region to work fully with the Tool), completing the standardisation of processes and procedures, and attaining 100% settlements complete on time.

**January 2012 Manager, Remittance and Settlement
to March 2014 IATA, Madrid (Spain)**

Managed a team and numerous projects, and major achievements included definition (in collaboration with IT) of business requirements and tasks, testing and enhancement of the Global Remittance and Settlement Tool, and spearheading the migration of European Operations to the new Global Treasury Tool, as well as GAP Analysis for Americas and North Asia Operations.

Also, on assignment, managed Remittance and Settlement operations in Africa and the Middle East.

**August 2011 Manager, Implementation and Training
to December 2011 IATA, Singapore (Singapore)**

Led a project to analyse and migrate Asia Pacific Operations to a Standard Treasury tool (Gap Analysis); designed and facilitated the training of the Regional Subject Matter Experts.

**March 2011 Manager, Remittance and Settlement Migration
to July 2011 IATA, Madrid (Spain)**

Managed the migration of European Operations to Hub, and its integration into the Treasury Tool for Europe. Worked on Gap Analysis of different countries and the adequation of their operations to the current frame of the tool, or the tool's adaptation to include new requirements.

Also supported the project to move the Europe Treasury Tool to SQL working with the vendor for development, requirements and testing.

**August 2009 Manager, Remittance and Settlement
to February 2011 IATA, Stockholm (Sweden)**

Managed the robustness of Cash Management Operations for Passenger and Cargo Programs in the Nordic and Baltic region, and migrated fourteen operations in the region to the Europe Treasury Tool, providing related staff training, managing the team and operations, working on Operation Compliance across the European Region.

**August 2006 Assistant Manager, Remittance and Settlement
to July 2009 IATA, Madrid (Spain)**

Re-definition of the in-house tool for Remittance & Settlement and building the new Europe Treasury Tool. Ran the administration and reconciliation of all payables and receivables in the Billing and Settlement Plan and Cargo Accounts Settlement System, administered the on-site Remittance Operation in Tel Aviv, and led a Johannesburg-based analysis of operational needs in Africa Region

**November 2002 Competitive Business Information Analyst
to July 2006 Amadeus IT Group, Madrid (Spain)**

Extended and managed a database for Competitive Business Information for Europe, Middle East, Africa and Latin America, as well as upkeep and improvement

**July 1998 Marketing Assistant
to April 2000 Telindus, Madrid (Spain)**

Managed the relationship between the sales department and providers, administered the customer's database for the commercial team, organized seminars, was responsible for the administrative documentation for public tenders and supported the marketing campaigns

Education and Qualifications

Masters:	Web Programming (2001) - FYCSA, Mexico
PostGrad:	Practice of Law (1999) - Colex, Spain
Bachelor:	Law (1999) - Universidad Complutense de Madrid, Spain
In-House Training:	Win-Win Negotiation, Project Management, Change Management, Leading with Empathy Agile
Certification:	PM Certified Practitioner

Key Skills

I.T.:	Ruby, Javascript, PostgreSQL, Python, Word, Excel, Access, HTML, Visual Basic, MSAccess, SQL, Business Objects, Crystal Reports
Languages:	Spanish – Native; English – Fluent; French – Basic; Italian – Basic