

# Julia Alonso Martínez

Project Manager



Valencia, Spain

## Contact

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## Summary

I have several years of experience in Customer Service, developing a strong sense of responsibility, organization and empathy towards stakeholders.

With a degree in History, after several years working with customers, I have specialized in Project Management, being certified by the Project Management Institute (PMI), Scrum.org and Google.

I am currently working as a project manager at AVALNET. In addition, I work at the PMI as a volunteer and I am studying the Official Master's Degree In project Management at the European University of Valencia.

## Professional Experience

- 10/2022 – Present     **Project Manager**  
AVALNET  
*Project management; customer management; project requirement definition; project coordination; e-mail marketing; agile.*

- 05/2022 – 10/2022 **Project Manager**  
Freelance (self-employed)  
*Scrum master; project requirement definition; project coordination; requirements gathering; customer management.*
- 07/2021 – 12/2021 **Administrative Salesperson**  
Gana Energía  
*Customer management; incidences management and resolution; contract process monitoring; contract management; customer acquisition.*
- 06/2017 – 07/2021 **Specialist agent in telephone customer service**  
Atento España  
*Customer management; incidences resolution; appointment scheduling.*
- 12/2015 – 05/2017 **Agent in telephone customer service**  
Atento España  
*Customer management; incidences resolution.*

## Volunteering

- 06/2023 – Present **Project Management Institute**  
**PMI Levante, Spain Chapter**

## Education

- 2022 – 2023 **Master's Degree, Project Management**  
Universidad Europea. Valencia, Spain
- 2013 – 2015 **Higher Education Training Cycle, Sign Language Interpretation**  
CIFP Misericordia. Valencia, Spain
- 2006 – 2011 **Bachelor of Arts (BA), History – Speciality in Ancient History**  
Universitat de València. Valencia, Spain

## Licenses and certifications

- **Certified Associate in Project Management (CAPM)**  
Project Management Institute. July 2022
- **Professional Scrum Master I (PSM I)**  
Scrum.org. July 2022
- **OKR Certified Professional OKRCP**  
CertiProf. Professional Knowledge. August 2022
- **Google Digital Marketing & E-commerce – Seven-course Professional Certificate**  
Google – Coursera. September 2022
- **Agile with Atlassian Jira**  
Atlassian. June 2022
- **Google Project Management – Six-course Professional Certificate**  
Google – Coursera. May 2022
- **Digitization applied to the productive sector**  
CEPYME. December 2021

## Courses

- Practical English course – What's Up! Academy
- OKR Goal Setting: The Complete Guide to OKRs – Udemy
- Professional English for customer service – Servef
- Library and Archives Technician – IVEP

## Languages

- **German** – A1 Level of the Common European Framework Reference for Languages (CEFR). German Center (Centro Alemán). July 2017
- **Cambridge First Certificate in English (FCE)** – B2 level of the Common European Framework of Reference for Languages (CEFR). 2016
- **Intermediate Grade in Valencian** – Level C1 of the Common European Framework of Reference for Languages. (CEFR). 2014