

Julia Alonso Martínez

Project Manager



Valencia, Spain

Contact

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Summary

I work as a consultant in agile methodologies and project management at Getronics, from where I offer advice on agility implementations and project management to different teams, in addition to providing training in different work methodologies, planning, management by objectives, and OKR.

I have more than eight years of experience in Customer Service, which has allowed me to develop a strong sense of responsibility, organization, and empathy towards stakeholders.

Graduated in History from the University of Valencia, I obtained my Official Master's Degree in Project Management at the European University of Valencia. Additionally, I am certified by the Project Management Institute (PMI), Scrum.org, and Google.

In my free time I work as a volunteer at PMI Levante.

Professional Experience

- 08/2023 – Present **Consultant in Agile Methodologies**
Getronics

Advice and implementation of Agile Methodologies; applied Project management; training employees in project planning, management, quality and analysis (Waterfall and Agile); training employees in Planning and management by objectives, and OKR.
- 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