

Julia Alonso Martínez

Project Manager



Valencia, Spain

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Summary

“Watch the little things; a small leak will sink a great ship” - Benjamin Franklin.

I am a passionate project manager certified by the Project Management Institute (PMI), Scrum.org and Google. My mission is to plan and supervise projects to ensure they are completed timely, within planned resources and budget.

I have more than six years of experience in customer service, administration and troubleshooting positions. This has allowed me to develop a strong sense of responsibility, organization and empathy towards the client and my colleagues.

I obtained my BA in History at the University of Valencia. City where I studied Spanish sign language interpretation. After years of working with clients, I decided to specialize in project management and obtain the professional certificate in project management from Google, the certified associate in project management (CAPM) from the Project Management Institute (PMI), and the Professional Scrum Master I (PSM I) certification from Scrum.org. Currently, I am studying the official master's degree in project management at the European University.

I'm always interested in hearing from former colleagues, managers, or just interesting creative people, so feel free to contact me if you'd like to connect.

Professional Experience

- 05/2022 – Present **Project Manager**
Freelance (self-employed)
Scrum master; project requirement definition; project coordination; requirement 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; communication specialist.
- 12/2015 – 05/2017 **Agent in telephone customer service**
Atento España
Customer management; incidences resolution.

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

- 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