**Julia Alonso Martínez**

Project Manager

A person smiling for the camera

Description automatically generated with medium confidence

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 Valéncia. 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