



## CONTACT

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## SUMMARY

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Dedicated administrative assistant with over 10 years of professional experience. Organising of travel plans and schedules for my colleagues on a daily basis. I also contributed to new ideas weekly in our 1:1 in ways to save the company money, whilst doing general office admin duties. Awarded best employee in my department and was awarded with a weekend getaway in Scotland with the top executives of the company to watch the Scottish open.

## EDUCATION AND TRAINING

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09/2001

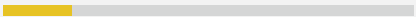
Diploma in City And Guilds in Computing Applications And Programming - Computing applications and programming

Hastings college of Arts and technology  
Hastings

## LANGUAGES

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English: First Language

Spanish: A2  
  
Elementary

## SKILLS

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- Excellent interpersonal skills, demonstrated by communicating with clients, colleagues and non-technical professionals on a daily basis
- Able to work individually without direction supervision and also as a dedicated member of a technical team whenever required
- Providing outstanding customer service at all times and to all customers, including dealing with customer queries and complaints
- The ability to write clear and concise reports, documents, emails and letters
- Ensuring that no "small details" are overlooked during tasks, activities and projects
- Managing one's time effectively, especially when working on multiple projects or with various clients at the same time
- Ability to type- up large amounts of data into electronic systems without mistakes

## EXPERIENCE

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Waiter

Bistro11:11 | Benidorm , Spain

*06/2022 - Current*

- Overseeing day to day restaurant operations to provide an efficient and friendly service
- Ensuring customers receive an outstanding customer experience, by meeting and greeting and answering product questions on restaurant floor
- Taking accurate orders via a tablet, using our in house app
- Using targeting strategies based on demographic data and work with the company to develop awareness of what they offer
- Participating in acquiring digital content that increases customer engagement and enhances the organisations online brand
- Taking reservations, alterations and cancellations via phone and email
- Maintain optimal stock levels by assisting in stock checks and informing manager when stocks are low
- Communicated with kitchen staff to stay updated on item availability and customer wait times.
- Addressed concerns quickly to improve customer experience and escalated issues to management for resolution when necessary.
- Handled food safely and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.

Amazon sortation Associate

Amazon Logistics | Oliver, West Thurrock, United Kingdom

*09/2021 - 06/2022*

- Receiving incoming inventory and moving inventory as required
- Pulling and picking product as directed
- Processing VAS (Value Added Services) as needed
- Preparing orders for shipment and processing orders for returns
- Sorting, scanning and stacking packages on pallets
- Getting customers orders ready for delivery
- Using technology like scanners, computers and

handheld printers

Tobacco Shop Estanco Cigarette Expendeduria Numero | Benidorm

- 01/2020 - 04/2020
- Maintain customer services at all times
  - Maintaining the shop and making sure it's ready for customers at all times
  - Payment handling
  - Helping customers with special promotions
  - Supervising deliveries

waiter and barman  
Camping Villamar, Benidorm

- 10/2018 - 10/2019
- Interact with customers, take food and drink orders
  - Attention to detail by ensuring all orders put through are correct
  - Organise and present the bar menu
  - Restock and replenish bar inventory and supplies
  - Comply with all food and beverage regulations

Medica Group, Hawk Administrator | Hastings, United Kingdom

- 09/2017 - 07/2018
- Demonstrate a sense of urgency in a busy call centre environment
  - Posses exceptional ability to build productive relationships, resolve complex issues and win customer loyalty
  - Demonstrate outstanding problem solving and active listening skills, able to diffuse difficult customer situations with tact and ease
  - Maintain that all reported cases do not exceed one hour on the SLA by promptly sending exams out to radiologists as soon as they come in to be reported by selecting the appropriate radiologist according to their speciality and workload so exams do not breach
  - Been extra vigilant in keeping an eye out for urgent and life threatening exams that come in that need reporting on, straight away and without fail like thrombolysis and polytrauma exams as they are time sensitive

- Taking down all crucial clinical information from doctors about the patient, so that out radiologists and colleagues have all the information available to carry out the exam
- Customer focused and having the ability to communicate with people on all levels

Road Marker Supervisor  
A AND M MARKINGS LTD | Hastings, United Kingdom

- 05/2007 - 02/2017*
- Preparation and planning of Works to carry out in advance
  - Supervising and management of squad members, assuring that they carry out works to a high standard whilst maintaining safety standards
  - Maximising the workload and work program turnarounds by maximising the team's productivity through effective planning and organising of manpower and materials
  - Ensuring that all Works carried out meet the client/customer standards by having a good practice by following the high standards governed by regulation and other directives
  - Completion of times sheets, plant sheets and other records as required
  - Respond to emails from clients and liaise with them for future Works and method statements sent in advance of Works to be carried out

International Clerk  
Barclays Bank Sales Financing | Hastings, United kingdom

- 04/2003 - 05/2007*
- Allocation of funds into customers accounts
  - Attention to details, ensuring all figures are allocated correctly into the right accounts
  - Dealing with internal and external customers
  - Fast data entry skills whilst still having attention to detail
  - Maintaining targets and deadlines
  - Cash processing

Hastings College of Arts and Technology

09/2000 - 06/2001

- DIPLOMA "CITY AND GUILDS" in Computing Applications and Programming)
- Coding and programming in Pascal 1: Pass
- Visual basic 1: Pass
- Computers and computing: Pass
- Word Processing 2: Pass
- Database methods: Pass
- Spreadsheets Methods: Pass
- Hobbies E Intereses Acting Astronomy Reading weightlifting photography chess

## ACHIEVEMENTS & USEFUL INFO

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- European Drivers licience(Category B)
- DNI: Y5310554Y
- PTS Sentinel card
- Food handler certificate issued by Asesoris plan A issued July 2022
- Google local guide level 7 (4million + views)
- Fundamentals of digital marketing by the digital garage
- Helpdesk handbook for end users: PC Basics, Hardware, Operating Systems & Applications
- Helpdesk handbook for end users: Mobile, Networking, Security & troubleshooting