

Madrid

**Permanent Resident of Spain
with work permission**

Being of service. I have a strong background in helping clients meet their goals through teaching, customer service, market analysis, sales and marketing, and contract negotiation. I understand that with client satisfaction comes company success.

EXPERIENCE

Cambio Idiomas, Madrid, Spain – *Language Consultant*

October 2018 - Present

Business English consulting to corporate clients
(*company references available on request*)
Online Business English Classes
Preparation and development of interview skills
Translation
Interpretation
Editing drafts and presentations
Copywriting
Helping each client identify, plan and reach goals
Level Testing and monitoring progress
Planning and feedback
Lesson and Activity Creation
Administrative organization of online archives
Monthly billing
Remote work efficient

Nest Boutique, Madrid, Spain, — *Buying and Marketing Consultant*

December 2017 - October 2018

February 2013 - November 2015

Lead generation and successful search for new market prospects
Establish pipelines of new client and supplier deadlines
Sales development
Presentation to both prospective buyers and suppliers
Training of sales development and client management goals
Analysis of buying trends in retail boutique sector
Direct communication with client to understand buying trends
Purchasing of products to ensure sales profit increase of 40% within 2 years
In store set up and design
Retail Sales
Attended all Network Events

Moving2Madrid, Madrid, Spain – *Client Development Specialist*

November 2015 - November 2017

A-Z relocation Services for expats moving to Madrid

SKILLS

Leadership
Proven adaptability in various project mgmt tools
Training and Instruction
Lesson Creation
Remote work organization
Critical thinking
Problem Solving
Communications
Organization
Imaginative thinking
Confidence Building
Teamwork
Time management
Technological skills
Conflict resolution
Writing content
Administrative
Cambridge and Aptis Prep

LANGUAGES

English Native
Spanish Fluent

Assisted clients in all expates needs on their arrival to Spain including apartment search, utilities set up, procurement of personal needs, consulting on areas, and suggestions on events and organizations that fit their interests

Knowledge of property market in Spain

Creation of pipelines for client process progression, sales, suppliers contracts, and generation of company expense reports

Completed weekly, monthly, and quarterly sales reports

Completed weekly, monthly, and quarterly sales and client service plans with clear objectives and actions needed for success including Key Profit Indicators, foreseen roadblocks, and plans for success

Generation of leads by way of client referral, web page hits, and article building

Provided Madrid investment options for expats through Property Search, Market Analysis, Financing, Property Purchase Process, Closing

Lead staff yearly relocation project for company of 30 employees completed in 2 weeks

Development of Sales and Rental Client Process to align all departments and meet deadlines as a team and create accountability

Expansive knowledge of Madrid territory, neighborhoods, and market potential

Negotiated Rental Lease Contracts

Substantial experience with property purchase and rental process in Spain

Negotiated Property Purchase Contracts from pre contract (Arras) to final contract

Conducted Company Sales for rental clients

Periodic article writing on current real estate topics in Madrid

Built extensive book of real estate contacts in Madrid

Attended network events

DTZ Iberica, Madrid, Spain – Valuations Department

December 2010 - January 2013

Supported valuations department to complete valuation reports for properties in Spain, Portugal, UK, Ireland

Translation of all documents for all office departments (English to Spanish, Spanish to English)

Conducted comparable research for all property typologies (residential, retail, industrial, hotels and offices)

Constant correspondence, support, and coordination with outside valuation contractors in UK, Germany, Ireland, Italy, and Portugal

Ensuring valuation, report, and invoicing deadlines

Responsible for all invoicing and collections for valuation department

Responsible for coordinating all business trips within specified budgets set by company and/or client

Fluor Corporation, Madrid, Spain: 2009-2010 1 year Repsol project

Risk Placement Services, Orange County, California: 2006-2008

White Plains Linen, Peekskill, New York: 2003-2006

Garrett Mosier Insurance Services, Irvine, California: 2002-2003

Starbucks Coffee, Ladera Ranch, California: 2001-2002

Arthur Gallagher Ins Svc, Irvine California: 2000-2001

Disneyland, Anaheim, California: 1996-1999

EDUCATION

Universidad de Granada, Granada, Spain – *Diploma:*
Translation/Interpretation

2006–2009

Coursework: Translation and Interpretation (Spanish to English), Conversation, Grammar, Literature, History, Political Science, International Business and Economics related to Spain and Latin America

Internship Spring 2008: Universidad de Granada: Study and Assistance in document translation for el departamento de historia.

West Virginia University, Morgantown, West Virginia, USA – *Bachelor of Arts*
(Spanish/English Communications)

1995–2000

Major Coursework: Conversation, Grammar, Spanish Literature, Business Spanish and, Writing, Transcription and Linguistic Studies, and Cultural language and teaching methods

Minor Coursework: English and American Literature, Business English Communications, Study of classics, writing, editing, publishing and teaching methods

Universidad Internacional Menéndez y Pelayo, Santander, Spain

June 1999–Feb 2000

Coursework: Intensive studies in Spanish Language as required for West Virginia University