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## Abstract

I recently received my Bachelor's degree in International Creative Business from Inholland University of Applied Sciences in The Hague. This program uniquely combined creativity with essential business knowledge, equipping me with a solid foundation in creative problem-solving, marketing, and entrepreneurship.

In addition to my academic background, I have a year of valuable customer service experience working for RIFF, an Amsterdam-based company. During this time, I excelled in administrative tasks and honed formal communication skills. I am fluent in both Spanish and English, with additional intermediate proficiency in French, cultivated during my International Baccalaureate studies at the American School of Madrid (ASM).

Furthermore, I have nearly a year of experience at Timberlands, enhancing my interpersonal skills and proficiency in luxury retail operations. I am comfortable taking on additional responsibilities in this field.

Last summer, I broadened my skill set by working at the high-end fine dining restaurant *Calaiza* in Granada, Spain as a restaurant manager, strengthening my communication and social skills.

Growing up in a diplomatic family, I've lived in various countries, including the U.S., Spain, and the Netherlands. This diverse background has given me a unique perspective and advanced linguistic and cultural understanding. I believe I can offer a wealth of experiences, making me a valuable asset to any team.

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## Skills

- Customer Support

- Communication with people
  - Content management experience
  - Quantitative skills
  - Cultural awareness
  - Marketing
  - Teamwork
  - Active listening
  - Teaching
  - Fast learning
  - Fluency in English and Spanish
  - Intermediate French
  - Design thinking
  - Musician
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## Experiences

### **Customer Service Specialist for Bakker Oct 2020 - Oct 2021**

#### **RIFF Amsterdam, Netherlands**

- Listened to client needs and helped identify and secure appropriate services.
- I provided each client with informed and supportive assistance to meet all their needs and build loyalty.
- Improved customer satisfaction rates by resolving difficult customer issues to completion.
- Used multiple resources and tools to evaluate and present solutions.
- Recorded and reported work-related activities to find discrepancies.

### **Musician April 2018 - May 2018**

#### **Clamores Madrid, Spain**

#### **2020 Clamores Musician.**

- Acted as a piano bar entertainer and provided dynamic, exciting and engaging performances for guests and recruited and supervised additional musical talent to achieve the organization's goals.
- With friends and former teachers, he organized a concert and raised 20,000 euros for a classmate with cerebral palsy at the American School in Madrid.
- He performed cultural shows at the Niño Jesús University Children's Hospital.

### **Messenger Jan 2020 - March 2020**

#### **Home delivery The Hague**

- Coordinated and monitored inbound and outbound deliveries, staying on top of delays and other issues.
- Assess needs and allocate resources to meet demand.

### **Seller -Timberlands**

#### **The Hague**

## **October 2022 - June 2023**

- Work in the retail sector
- Stock management
- Sales
- Store maintenance
- Help customers in a helpful and empathetic manner
- Teamwork
- Take leadership

## **Waiter - Calaiza**

**La Herradura, España**

## **June 2023 - September 2023**

- Table service expertise
- Wine and beverage knowledge
- Etiquette and protocol
- Time management
- Teamwork and communication
- Presentation skills
- Customer relationship building
- Hygiene and safety
- Crisis management
- Cultural awareness
- Stress management

## **Education**

American School of Madrid, Madrid, Spain, 06/2019  
international Baccalaureate

Inholland University of Applied Sciences, Den Haag, Netherlands, 2023

Title: Creative Business (Marketing)