

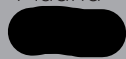



Dedicated, hardworking professional with extensive daily planning and operations experience. Skilled in staff training and development.







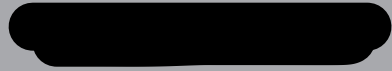
Madrid











PERSONAL STATEMENT

Originally from Dundee, Scotland my first language is English. I also have a lower intermediate level in Spanish. Having worked in retail for 8 years, I have experience with the general public, working in a team environment and dealing with high energy situations. Equally, I have 4 years experience in a managerial role in hospitality, improving and building on all skills mentioned above. This experience has also allowed me to expand on my ability to take charge of large amounts of staff, both kitchen and front of house. I am more than capable in dealing with stock inventory, key holding and cash handling.

EXPERIENCE

Team Manager Sitel Madrid
(Airplus)
(Packlink)

April 2018 - June 2022

Starting as a customer service agent for a belgium banking company, I started working with Sitel in April 2018 where I remain working for this company in another campaign called Packlink. My duties as a customer service agent are making sure the client is always happy with results and keeping to a schedule to ensure efficient stats. Making sure to give the best customer service possible and working as efficiently as possible.

After working with packlink for several months I was then promoted to Team Manager where I held this position for 2 years until the campaign closed with Sitel. During my role as Team Manager I was in charge of daily and monthly scheduling, leading a team of over 30 staff members and making sure goals and targets set from the client were reached. I would send reports daily and have 1 on 1 meetings with the agents and the client.

Restaurant Manager (Spanish)
Gallery48 Dundee

May 2014 - April 2018

- Restuarant manager in a Spanish tapas restuarant in Dundee, Scotland. As the manager my roles would include.
- Oversee front of house personnel to maintain adequate staffing and minimise overtime.
 - Develop, implement and manage business plans to promote profitable food and beverage sales.
 - Effectively manage payroll and timekeeping, including completion of the proper paperwork for new recruits and leavers.
 - Meet, greet and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.
 - Helped customers with questions, problems and complaints in person and via telephone.
 - Day to day jobs such as cleaning - organising paperwork and serving customers in a fast paced Spanish tapas restuarant.

Retail Supervisor
NEXT Retail

May 2008 - May 2014

- Supervisor in a retail store called NEXT - My roles would include
- Counted cash drawers and made bank deposits.
 - Answered questions regarding the store and its merchandise.
 - Demonstrated use and care of merchandise.
 - Greeted customers and ascertained customers' needs.
 - Maintained records related to sales.
 - Helped customers with questions, problems and complaints in person and via telephone.
 - Stocked shelves and supplies and organised displays.
 - Verified that all customers received receipts for purchases.
 - Trained and served as a peer coach for new sales associates.
 - Developed positive customer relationships through friendly greetings and excellent service.
 - Organised racks and shelves to maintain the visual appeal of the store.

EDUCATION

Dundee College
Professional Cookery - 3 years

Dundee College
Hospitality Management - 2 years

LANGUAGES

English - Native
Spanish - Intermediate

PERSONAL INTERESTS

Sports - Tennis | Squash | Running
Music
Gaming
Language - Learning Spanish

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