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## **PROFESSIONAL EXPERIENCE**

### **Amadeus IT Group, S.A.**

*Collections Associate*

**Madrid, Spain**

*14/11/2022-14/11/2023*

- Followed up on outstanding debt of customers, monitored and applied payments received, reported and analysed bad debt using accounting software SAP as well as Microsoft Excel.
- Helped the team to secure and optimise Amadeus Revenues and provided support to our internal and external customers.
- Worked autonomously within defined processes and methodologies, took standard decisions and supported development of solutions to complex problems of a recurring nature.

### **Klarna Bank AB**

*Business Operations Associate UK & IRELAND*

**Stockholm, Sweden**

*19/04/2022 – 01/06/2022*

- Assessed agent and customer call/chat interactions, analyzed the quality of process trends in order to support essential functions of Klarna goods/services based on data extracted, ensuring client deliverables and KPI targets.
- Ensured organizational standards were being achieved by providing constructive criticism via weekly meetings with Klarna partners in the United Kingdom and Ireland markets where customer satisfaction percentages had to meet specified target rates.
- Investigated projects assigned to our team to help solve operational issues concerning Klarna products that arise from analyzing developments and trends from our data extrapolation such as drivers of customer dissatisfaction, agent struggles and reception of specific goods/services.

### **Freelance**

*Reviewer and proof reader*

**London, UK & Stockholm, Sweden**

*01/01/2018-19/04/2022*

- Assisted in writing and proposing linguistic edits in research proposals for Karolinska University Hospital of Stockholm, Sweden in their long term doctorate processes or seeking to publish articles within the pediatric radiology community, establishing long time relationships with clients as well as short term.
- Proofread and wrote being carried out in both English and Swedish.
- Facilitated the process of coherently presenting results and investigation for non-native English/Swedish speakers by establishing strong working relations with clients remotely.

## **EDUCATION**

### **Northeastern University London**

*Politics and International Relations (major) with Economics (minor) Undergraduate B.Sc*

**London, UK**

*01/09/2018-01/06/2021*

- Modules include: Political Economy in a Post-Neoliberal World, Security Studies, Economic Development, The European Union in the World, Modern Political Thought, Britain in the Wider World.
- Dissertation topic: Characterizing the key factors determining political participation in the run up to the Colombian presidential elections in 2022.
- Graduated with Second Class Honours and Merit.

### **Malmö Borgarskola, Gymnasium**

*International Baccalaureate Programme*

**Malmö, Sweden**

*01/08/2013-01/06/2016*

- Classes include: Economics Higher Level (HL), History HL, English Language & Literature HL, Biology Standard Level (SL), Mathematics Studies SL, Swedish Literature SL.
- Final score of 34/45 points.