

England.

22 years old, born and raised in the Canary Islands, Spain. Decided to study my degree in England in 2019 and since then I have moved to New York City for my internship year completing a full year on Marketing Research Analysis. Passionate, empathetic, flexible and multifaceted I can be a great reliable asset!  
More details about my experience here. Available for phone calls.

## **Experience**

### ***Sales and Marketing Representative – Titanium Marketing Ltd. Leicester, United Kingdom.***

***(February 2023 – May 2023)***

- Door to door (D2D) brand ambassador as well as business to customer (B2C) services provided.
- Charity official fundraiser for Great Ormond Street Hospital (GOSH).
- Customer service mastering.
- Training completed such as sales coaching, personal marketing, objection handling, rapport building.
- Trainer and leader to new recruits.

### ***Marketing Research Junior Analyst – Malaya Services Corporation. New York, New York. (Remotely)***

***(October 2022 – January 2023)***

- Independent responsibility with client communications. Specifically presenting reports developed.
- Proficiency managing tabulation plans and tab cross-checking.
- Critical and logical thinking regarding demographic studies. Especially towards consumer studies. Making sure the correct information is portrayed at the best optimal level.
- Market research quantitative analysis by building client-ready reports from findings in surveys data.
- Actively engaging with creative ideas, proposing and working on them.
- Flexible working to meet expectations in between the Manila, Philippines office and the New York, New York office.
- Data quality check throughout all stages of the quantitative analysis.

### ***Marketing Research Intern – Malaya Services Corporation. Brooklyn, New York (September 2021 – July 2022)***

- Conduct market research activities including data analyses and designing client-facing reports, presentations and other findings.
- Communicating with clients professionally to achieve better results effectively and on the estimated time.
- Proficiency in tracking studies, questionnaire development, and field tracking.
- Report template development for multinational companies such as Google LLC, clients from Jan 2022 - March 2022.
- Experience in posting, reconciling and checking data such as surveys, questionnaires and reports quality check and matching.
- Market research instructor for the rest of the consulting team. Induction into market research analysis.

### ***Client Experience Trainee – Malaya Services Corporation. Brooklyn, New York (September 2021 – July 2022)***

- Assistance in client pursuits.
- Preparing business and marketing campaigns.
- Assist clients with Ad Hoc Projects.
- Tracking and compliance of clients' expectations.
- Attendance to client meetings.

***Project Manager – Malaya Services Corporation. Brooklyn, New York and Las Palmas de Gran Canaria, Spain. (July 2020 – July 2022)***

- Team member scheduling.
- Tracking team progress.
- Strategy Development training.
- Company billing.
- Tracking and compliance of team members' time sheets, team payroll.
- Compliance reporting (official US and Spain documents for governments and official institutions).
- Execute drafts for service manuals.

***Resource Manager – Malaya Services Corporation. Brooklyn New York and Las Palmas de Gran Canaria, Spain. (July 2020 – July 2022)***

- Human Resources management, Staff and Team Member recruitment.
- Partner firm search and communication.
- Administration of Employee Benefits.
- Employee on-boarding management.
- Draft and review documents as contracts, statement of work and internal and external communications and materials.
- Relocation and cultural support for Team Members.
- Property management, control of issues and matters.

***Prominent Individual Family Administrator – Grupo Katigbak, Inc. Las Palmas de Gran Canaria, Spain. (July 2020 – July 2022)***

- Effectively employ Design Resolution, Problem Solving and Organizational skills.
- Research properties, valuations, private schools.
- Translator and negotiation with external parties.
- Intermediator towards official institutions (foreigner offices, government and council).
- Household necessities such as utilities set up and staff recruitment.
- Source and evaluate various products and services.
- Self-monitored and reliable reporting functions.

***Assistant Team Manager – B'slow Apartments San Agustin. San Bartolomé de Tirajana, Spain. (July 2019 – September 2019)***

- In charge of guests' experience.
- Assist meeting calendar dates.
- Carry out the check in for the guests and their information report.
- Room control.
- Assistance with decoration and cleaning.

## **Education**

September 2019 – July 2023    Loughborough University.

Sociology and Criminology Undergraduate Degree.  
Second Class Honours, Lower Division.  
Diploma in Professional Studies (International).

### **Awards and Acknowledgements**

#### **Raise and Give (RAG) Highly Commended Award for Event of the Year – Loughborough 2023**

"This award recognizes the hard work undertaken by members of the Loughborough Academic Experience community over the past 12 months."

#### **Language certificate from Cambridge – 2019**

- C1 (Advanced) Level in English Language Certificate

#### **Tools, Applications & Operating System used**

- |   |  |
|---|--|
| ▪ Microsoft Office (Excel, PowerPoint, Word, etc) | ▪ Zoom / Microsoft Teams / Team Viewer |
| ▪ Google Tools (Docs, Sheets, Slides, etc)        | ▪ macOS / Windows / Linux              |
| ▪ Online Survey Tools                             | ▪ LinkedIn.com                         |

### **Languages**

- Spanish – Mother language
  - English – Native written and spoken
  - Italian – Beginner written and spoken
- 
- **Certification on various volunteer/charity activities – 2017-2020**