

## CURRICULUM VITAE FORM

### PERSONAL DETAILS:

TOWN/CITY:

Algorfa.

POST CODE:

03176

Solid computer skills and proven ability to plan and organize tasks and responsibilities efficiently. Recognized for accuracy, attention to detail and strong work ethic. Proven strong interpersonal and communication skills.

High level of understanding of the customer's products and services, dynamic, professional and confident with a passion for customer service. Excellent communication skills (verbally and written). Excellent interpersonal skills with ability to manage relationships at all levels across diverse cultural backgrounds (internally and externally) Flexible, proactive, "can do" attitude with the ability to adapt to an ever-changing environment, Punctual, reliable and loyal.

I am a people person and love dealing with the public. I learn very quickly and work to my own initiative and also as part of a team. I have lived in Spain since I was 7 years old and are native in both languages spoken and written. I'm an organized person.

### EDUCATION/QUALIFICATIONS:

E.G.B Colegio Imaculada concepcion.  
Enseñanzas Bachillerato I.E.S Numero 1 Libertas

### WORK HISTORY:

NAME OF EMPLOYER: Webhelp S.L

FROM: 16/08/2022 – 05/04/2023

BRIEF DESCRIPTION OF DUTIES: Trainer for B2B Agencia, Conduct new hire training upon a need – following through with each new hire from the beginning until the end of the training process to ensure their smooth start within the project. Including on the floor support first week after the graduation of basic product training Introduce Travel Consultant, KPIs, QA targets and requirements for new hires, that the SENSITIVITY AND AWARENESS SELF-TRAINING is completed after basic training graduation, In cooperation with Trainers Coordinator report the need of new material, cooperation with QA team and TLs conduct coaching/up training or refresh training to existing employees in the department.

Attend/participate in meetings, calibrations with other Trainers in the company.

**Programs** :Expert level of GDS Amadeus, SNAP, CCI call center interface, Citrix, Salesforce, Avaya, OKTA Customer Identity Cloud, Workday, Saas, Barracuda.

NAME OF EMPLOYER : EBTS SL

FROM: 18/05/2021 - 16/08/2022

BRIEF DESCRIPTION OF DUTIES: Customer service attending incoming calls ,emails for a recovery road insurance assistance for truck and trailers car ,van and Police units tyres for Goodyear company in the UK.

During the first 3 months assisting phone and emails resolving assistance cases . Being promoted to Team leader / trainer ,currently doing interviews to all new starters training all new agents ,leading the team checking assistance ,KPI,s and the correct procedures of all agents flowing closely there evolution and keeping track of time schedules, breaks pauses and when on busy.,leading and motivating the team and solving problems quick and efficiently .

NAME OF EMPLOYER: Runway , Webhelp S.L.

FROM: 16/10/17 - 11/06/2020

BRIEF DESCRIPTION OF DUTIES: Customer service booking department , Reward live chat department , answering claims , chat department , Hotline agent. During the first 6 months assisting Norwegian Airlines, telephone assistance and website assistance. Being promoted after 6 months to the CHAT line and to the Helpline cancelled flights , this consists of helping customers with cancelled flights to get another flight in a short time, I was promoted to the reward department team in which complaints are answered by email.

NAME OF EMPLOYER:Granny Reeves S.L.

FROM:01/12/09 - 14/10/2017.

BRIEF DESCRIPTION OF DUTIES:Shop assistant,administrative duties, orders to Spanish and English suppliers,translating ,sending and receiving emails ,answer and screen incoming calls, updating web page,health and safety and hazard analysis and critical control point.

NAME OF EMPLOYER:Gruphotel La Dorada S.L.

FROM:02/04/07 – 24/09/09

BRIEF DESCRIPTION OF DUTIES:Receptionist, administrative duties answer and screen incoming calls,handle and redirect customer queries,take and distribute messages,manage all visitors,organize incoming and outgoing mail,prepare letters and documents,maintain a professional reception area.

NAME OF EMPLOYER:Hotel Meridional.

FROM:24/01/07 – 24/03/07

BRIEF DESCRIPTION OF DUTIES:Receptionist ,administrative duties answer and screen incoming calls,handle and redirect customer queries,take and distribute messages,manage all visitors,organize incoming and outgoing mail,prepare letters and documents,maintain a professional reception area.

NAME OF EMPLOYER:Gruphotel la Dorada S.L.

FROM:01/03/06 – 15/10/06

BRIEF DESCRIPTION OF DUTIES:Receptionist ,administrative duties answer and screen incoming calls,handle and redirect customer queries,take and distribute messages,manage all visitors,organize incoming and outgoing mail,prepare letters and documents,maintain a professional reception area.

NAME OF EMPLOYER:Lincamar S.L.

FROM:08/09/05 – 08/10/05

BRIEF DESCRIPTION OF DUTIES:Cleaner.

NAME OF EMPLOYER:Gruphotel la Dorada S.L.

FROM:01/06/05 – 31/10/05

BRIEF DESCRIPTION OF DUTIES:Receptionist.

NAME OF EMPLOYER:PSB Moises y juberias S.L.

FROM:29/11/04 – 14/03/05

BRIEF DESCRIPTION OF DUTIES:Receptionist and translation.

NAME OF EMPLOYER:Lincamar S.L.

FROM:01/09/04 – 01/10/04

BRIEF DESCRIPTION OF DUTIES:Cleaner

NAME OF EMPLOYER:Property shop Sunshine Homes S.L.

FROM:13/01/04 – 31/07/04

BRIEF DESCRIPTION OF DUTIES:Receptionist and translations.

NAME OF EMPLOYER:Meson las Torretas II

FROM:13/01/00 – 30/ 12/03

BRIEF DESCRIPTION OF DUTIES:Waiter.

LANGUAGES:

ENGLISH: Native.

SPANISH: Native.

COMPUTER SOFTWARE:

Office ( Word, Excel, Access)

OTHER INFORMATION:

Driving License.

Own Transport.

Food and Hygiene Certificate.