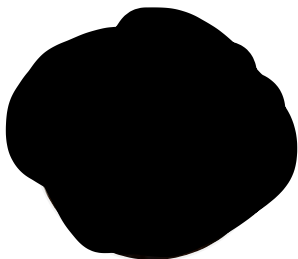


Por leer en Native English— Business Development Representative B2B



Executive

Marketing Intelligence Executive en Aberdeen Marketing Intelligence

CV actualizado el 04/05/2023

Edad: 37 años (27/01/1986)

Madrid

✓ Tú pides: Madrid

Nacionalidad: Filipinas

Vehículo propio: No

Género: Mujer

Carnet de conducir: No tengo permiso

Autónomo: No

Carta de presentación

May 8th, 2023

Bnza Spain, SL
Las Rozas De Madrid, Madrid

To whom it may concern,

I have come across your JNative English— Business Development Representative B2B offer in Infojobs and I would like to express my interest for the position.

I am an English native currently enrolled and about to finish the Multi-Platform Applications Developer degree (DAM) in Universidad Alfonso X El Sabio and about to complete my internship in Suse Software Solutions where one of my responsibilities is to market one of their products through content generation. I can work and communicate in both Spanish and English. Lastly, I also believe that my agility to learn and problem solving skills will contribute in your team's performance.

I have worked previously in call centers providing customer services as well as lead generations for US, UK and other English speaking markets.

I can be reached anytime via email at [redacted] or via mobile phone [redacted]

Thank you and I am looking forward to speaking with you about this offer.

Sincerely,

Killer questions

Please tell us about your experience working on the phone, thank you!

I worked as a call center agent in Philippines attending to US customers. In Spain, I have also worked in a call center for a marketing company called Aberdeen generating leads and sales opportunities for English speaking countries such as UK, Ireland, Netherlands etc.

Experiencias

Marzo 2015 - Actualmente (8 años y 2 meses)

Marketing Intelligence Executive

Aberdeen Marketing Intelligence | Marketing y publicidad

- Collects and provide vital information and important data relevant to a company’s market necessary in decision making and determining market opportunities, market penetration strategies and metrics.
- Explore potential sales contact and leads for clients using quantitative and qualitative research.
- Update company database or client database.
- Contacts prospective clients through outbound phone calls and emails on behalf of a business or company to market their products and services.
- Assists in training newly hired employees regarding product knowledge and office database.

Nivel	Empleado/a
Categoría y subcategoría	Marketing y comunicación: Comunicación corporativa, Marketing
Database	Research

Septiembre 2017 - Junio 2019 (1 año y 9 meses)

Projects Coordinator

Mirasur International School | Educación

Nivel	Mando intermedio
A quién reporta	reportando a Mando intermedio
Personas a cargo	11 - 20
Categoría y subcategoría	Educación y formación: Enseñanza

Agosto 2012 - Marzo 2013 (7 meses)

Cabin Senior

Qatar Airways | Industria aeroespacial y aviación

- Over-all in charge of the safety and security of the aircraft, flight crew, passengers and cargo on small bodied aircrafts (A319, A320, A321) and economy cabin supervisor for wide bodied aircrafts (Boeing 777, Airbus 330, Airbus 340).
- Responsible for engaging with premium class customers, privilege club members and VIPS.
- Delegated responsibilities coached and provided inflight training to new crew members, motivated and encouraged teamwork amongst the members of the team.
- Monitored each individual crew and provided constructive feedback to enhance performance.
- Qatar Airways Brand Ambassador, promoted products and services, sold Inflight Duty Free.
- Assured 100% customer delight and satisfaction by making sure that the cabin is presentable at any given time, the ambiance and temperature were at the most comfortable setting and planned the meal service in all cabin.
- Ensured punctual arrival of the flight to its destination through expediting boarding procedures, proper time management, and quick problem solving skills.
- Solved customer complaints and immediately provided service recovery.
- Provided warmth and a delightful atmosphere to customers in all cabin from the time of boarding until disembarkation.
- Ensured all safety measures, regulations and policies are applied in the cabin.
- Responsible Service of Alcohol, First Aid, Security, Dangerous Goods.

Salario	2.100 € - 2.700 € Bruto/mes
Nivel	Mando intermedio
A quién reporta	reportando a Mando intermedio
Personas a cargo	11 - 20
Categoría y subcategoría	Turismo y restauración: Turismo

Atención a viajeros customer service safety and security

Septiembre 2009 - Agosto 2012 (2 años y 11 meses)

Premium Class Cabin Crew and Kitchen Manager

Qatar Airways. Cabin | Industria aeroespacial y aviación

- *Attended all customers in both business and first class cabins to ensure maximum comfort and satisfaction from boarding until disembarkation.
- * Provided premium class customers with genuine, efficient and personalized service that exceeded their expectations.
- * Responsible for the hygienic handling, preparation, storage and stocks inventory of food and beverage.
- * Maintained ambiance by controlling food presentation and set up, effective meal and beverage delivery system and processes to ensure a 5 star fine dining experience in the premium cabin.

Salario	1.800 € - 2.400 € Bruto/mes
Nivel	Especialista
A quién reporta	reportando a Mando intermedio
Categoría y subcategoría	Turismo y restauración: Turismo

Abril 2007 - Septiembre 2009 (2 años y 5 meses)

Economy Class Cabin Crew

QATAR AIRWAYS | Industria aeroespacial y aviación

- *Ensured that the safety and security regulations of both the airline and the international laws were met by doing safety checks before and after flights
- *Highly trained to deal with emergency cases such as fire, bomb threats on board, dealing with unruly passengers and medical cases.
- *Provided immediate first aid to customers inflight when needed
- * Proactively provided great and genuine service to all customers in the economy cabin from boarding until disembarkation.
- * Assisted special handling customers such as mothers with infants, wheelchair customers, young passengers travelling alone etc.
- *Served customers their meals, beverages and requests on time.
- *Ensured the cleanliness and the maintenance of the cabin and the lavatories during the course of the flight.

Nivel Empleado/a

Categoría y subcategoría Turismo y restauración: Turismo

Marzo 2005 - Mayo 2006 (1 año y 2 meses)

Receptionist

VISION X GLOBAL SOLUTIONS | Telecomunicaciones

- * Provided office support services such as receiving, directing and relaying telephone, fax messages and mails.
- *Assisted the executives, VIP clients, expatriates and guests as needed.
- *Maintained general filing systems and filed all correspondence.
- *Assisted in planning and preparation of meetings, conferences.
- *Maintained an adequate inventory of office supplies and monitored the use of supplies and equipment.
- * Acted as purchasing assistant and prepared PO, quotations and liaised with appropriate suppliers.
- *Responded to public and employee inquiries.
- *Performed other related duties as required.

Nivel Empleado/a

Categoría y subcategoría Administración de empresas: Recepción

Recepción de oficina

Estudios

Estudios reglados

CICLO FORMATIVO GRADO SUPERIOR

Septiembre 2021 - Actualmente (1 año y 8 meses)

Técnico Superior en Desarrollo de Aplicaciones Multiplataforma

Universidad Alfonso X El Sabio

GRADO

Junio 2003 - Actualmente (19 años y 11 meses)

Grado en Enfermería

Otros estudios

Agosto 2012

LEADERSHIP EXCELLENCE PROGRAM
QATAR AIRWAYS

Junio 2012

FIRST AID TRAINING

Junio 2011

RESPONSIBLE SERVICE OF ALCOHOL

Mayo 2009

DANGEROUS GOODS COURSE

Julio 2007

AIR RESTRAINT TRAINING

Junio 2007

STANDARD PROCEDURES AND CABIN SERVICES TRAINING

Mayo 2007

AVIATION SECURITY COURSE

Agosto 2006

QUALITATIVE, QUANTITATIVE RESEARCH: PROBLEMS, ISSUE AND SOLUTIONS

Febrero 2005

AT&T LOCAL TRAINING

Conocimientos

Administrative work CRM (Customer Relationship Management) customer service Microsoft Office sales Java

Android

Idiomas

Inglés Nativo

Español Intermedio

Situación laboral y preferencias

Situación laboral	Tengo trabajo pero quiero cambiar
Puesto preferido	Administrativo atención a clientes
Contrato preferido	Indefinido
Disponibilidad para cambiar de residencia	Depende de las condiciones
Disponibilidad para viajar	Depende de las condiciones
Destinos preferidos	Madrid
Categorías preferidas	Administración de empresas (Secretariado), Atención a clientes (Promoción y ferias, Atención al cliente), Informática y telecomunicaciones (Telecomunicaciones), Marketing y comunicación (RRPP y eventos), Turismo y restauración (Turismo, Restauración, Hostelería), Ventas al detalle (Venta al detalle)