

Encontrado en búsqueda



Nicola Smith Ruiz
Customer Service Executive en Imperial Brands Global Duty Free

Más de 1 año sin entrar

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Edad: 38 años (17/09/1986)	Dirección: 28220, Majadahonda, Madrid
NIF: 02583685A	Nacionalidad: España, Reino Unido
Carnet de conducir: B	Vehículo propio: Sí
Autónomo: No	Género: Mujer

Experiencias

Octubre 2018 - Actualmente (6 años y 3 meses)

Customer Service Executive
Imperial Brands Global Duty Free | Tabacalera

Managing all European customer accounts; order input processes, ensuring deliveries on time, avoiding OOS situations; verifying stock levels and production planning via SAP/APO and liaising with demand planning. • Central customer support for all operational customer requirements. • Communicating all despatch information to the customer including invoices, COO, packing lists and way bills. • Supporting the marketing department with new product launches • Central claim management and coordination; liaising with the relevant departments all over the globe to solve problems on a daily basis. • Co-ordinating customer returns with the relevant departments, following the correct procedures. • Fulfilling customers' orders and necessities; verifying stock levels of current and new RSKU's, communicating any RSKU changes to the customer and avoiding OOS issues. • Checking stock levels, planned and requested productions via SAP and APO. Liaising closely with demand planning and area managers. • Tracking and controlling of phase outs in order to minimise write off costs, making sure we deplete the phase out stock before shipping the new stock. • Customer account management handled via BPIS, handling of all customer data, prices, incoterms and credit limits. • Monitoring customer forecasts to improve SFA score for the European region. • Working closely with the factories located in the UK and Germany to inform of any replenishment requirements.

Nivel	Empleado/a
Categoría y subcategoría	Otros: Sin especificar

SFA Excel problem solving SAP customer management product knowledge portfolio management

Octubre 2015 - Septiembre 2018 (2 años y 11 meses)

Orders and Logistics Specialist

BIOTECHNOLOGY MEDICAL SERVICES K. EUROPE | Biotecnología

Nivel			Empleado/a					
Categoría y subcategoría			Atención a clientes: Atención al cliente					
Microsoft Excel	NEX	customer service	email	Microsoft Outlook	sales	EMEA	Microsoft Word	Logistics
Adobe Acrobat								

Agosto 2013 - Enero 2015 (1 año y 5 meses)

Gerente de exportación

Border Holdings UK Ltd | Logística

Key Roles and Responsibilities:

- Distribution of Land Rover parts all over the world.
- Specialising in the African and South American markets.
- Liaising with the sales team, customers and logistical partners.
- Problem solving on a daily basis.
- Generating invoices, customs paperwork and DGN.

Nivel	Empleado/a		
Categoría y subcategoría	Compras, logística y almacén: Distribución y logística		
Control de facturación marítima	Estrategia logística	Servicio de atención al cliente	Exportaciones
Logística de productos peligrosos	Operaciones de importación/exportación	kerridge 8	Proceso de facturación

Agosto 2009 - Agosto 2013 (4 años)

Dueña y jefe de compras

Leia & Jessie S.L | Industria textil, moda y calzado

Key Roles and Responsibilities:

- ¿ Working on the shop floor, interacting with customers.
- ¿ Building and maintaining strong and close relationships with suppliers all over the world.
- ¿ Negotiating with suppliers whilst sticking to time and budget limits.
- ¿ Working closely with accountants and managing employees, (hours, salaries, etc).
- ¿ Managing online website, updating products, news, and customer service.
- ¿ Marketing of shop and online store.

Nivel	Consejo directivo		
Personas a cargo	1 - 5		
Categoría y subcategoría	Compras, logística y almacén: Compras y aprovisionamiento		
Importación de mercancías	Marketing	Marketing y publicidad online	Facturación y cobros online
Exportación de mercancías	Adobe Photoshop	Compras y aprovisionamiento de tiendas	Dirección de compras y logística

Diciembre 2008 - Septiembre 2009 (9 meses)

Profesor de inglés

Eglantina Business School | Educación

Key Roles and Responsibilities:

- Planning and executing English classes for various abilities.
- Specialising in business English.
- Researching various online and written resources to aid class preparation.

Nivel Empleado/a

Categoría y subcategoría Educación y formación: Enseñanza

internet preparacion de clases analisis de nivel Preparación de la impresión digital

Mayo 2008 - Agosto 2008 (3 meses)

Asistente Psicóloga

NHS (servicio publico de medicina Ingles) |

Key Roles and Responsibilities:

- Working in a multidisciplinary team.
- Assisting consultant clinical psychologists.
- Conducting literature searches for various research projects.
- Attending observations and meetings about service users.

Nivel Empleado/a

Categoría y subcategoría Sanidad y salud: Psicología

statistics studies Research team work

Estudios

Estudios reglados

LICENCIATURA

Septiembre 2005 - Septiembre 2008 (3 años)

Psicología

University of Chester, United Kingdom

Conocimientos

Adobe Acrobat Importación de mercancías Microsoft Outlook Microsoft Word Operaciones de importación/exportación

SAP APO Microsoft Excel Adobe Photoshop

Idiomas

Inglés	Nativo
Español	Nativo

Situación laboral

¿Está buscando trabajo?	Estoy trabajando
Situación laboral	Escucho ofertas
Disponibilidad para cambiar de residencia	Depende de las condiciones
Disponibilidad para viajar	Depende de las condiciones

Preferencias laborales

Puesto deseado	Atención al cliente
Contrato	Indefinido

CV en texto

CURRICULUM VITAE

PERSONAL DETAILS

Date of Birth: 17/09/1986 Status: Married

EDUCATION AND QUALIFICATIONS

Nov 2008 Babylon Idiomas, Madrid, Spain.
Intensive course in Spanish.

Sept 2008 Teaching English as a Foreign Language
TEFL International Certificate, Seville, Spain.

Residential, international, intensive course covering Foreign Language Experience, Language Awareness, Student Profile Building, Teaching Techniques, i.e. Business English and exam preparation. Observation of experienced teachers and teaching experience (Including Adults Intermediate/ Advanced/ Beginners and Children).

2005-2008. University of Chester
2(i) degree ¿ Psychology Bsc Hons.

2003-2005. King Edward VI Sixth Form College, Nuneaton.

A Level - Biology and Psychology
AS Level ¿ P.E and Geography

ADDITIONAL SKILLS

I have a clean driving license and my own vehicle.
I am native English and speak fluent Spanish (written, conversational, commercial and technical).

PREVIOUS RELEVANT EMPLOYMENT

Biotechnology Medical Services K Europe S.L, Oct 2015 ¿ Present Order and Logistics

Key Roles and Responsibilities:

- ¿ Working with the in-house software to process price quotations and orders.
- ¿ Managing logistics for customer orders.
- ¿ Arranging shipments by Air or Sea.
- ¿ Issuing shipping documents.
- ¿ Managing Customs and Export documents.
- ¿ Processing Letters of Credit and Cash against Documents.
- ¿ Customer relationship management.

Britpart Border Holdings UK Ltd, Aug 2013 ¿ Jan 2015
Export Shipping

Key Roles and Responsibilities:

- ¿ Distribution of Land Rover parts all over the world.
- ¿ Specialising in the African and South American markets.
- ¿ Liaising with the sales team, customers and logistical partners.
- ¿ Problem solving on a daily basis.
- ¿ Generating invoices, customs paperwork and DGN.

Biba Vintage, Madrid. Sept 2009 ¿ Aug 2013
Owner

Key Roles and Responsibilities:

- ¿ Working on the shop floor, interacting with customers.
- ¿ Building and maintaining strong and close relationships with suppliers all over the world.
- ¿ Negotiating with suppliers whilst sticking to time and budget limits.
- ¿ Working closely with accountants and managing employees, (hours, salaries, etc).
- ¿ Managing online website, updating products, news, and customer service.
- ¿ Marketing of shop and online store.

Eglantina English School, Madrid. Dec 2008 - Sept 2009
Business English Teacher

Key Roles and Responsibilities:

- ¿ Planning and executing English classes for various abilities.
- ¿ Specialising in business English.
- ¿ Researching various online and written resources to aid class preparation.

Coventry and Warwickshire Partnership Trust, May ¿ August 2008
Learning Disability Team.
Assistant Psychologist

Key Roles and Responsibilities:

- ¿ Working in a multidisciplinary team.
- ¿ Assisting consultant clinical psychologists.
- ¿ Conducting literature searches for various research projects.
- ¿ Attending observations and meetings about service users.

HOBBIES AND INTERESTS

I am very confident with computers, I have experience with Microsoft Office, Photoshop and Mailchimp. I enjoy playing sport, socialising with friends and family. I am interested in foreign travel. I enjoy reading novels, as well as educational books.