

CURRICULUM VITAE

[REDACTED]	Driving Licence: A1, A
DOB: 12/01/1971	[REDACTED] Madrid
[REDACTED]	[REDACTED]

EDUCATION

January 2013	"E-Learning and Digital Cultures" Coursera Online
June-2006	160 hour Vaughan certificate in English-Teaching Mastery
Nov-2005	40 Hours T.E.F.L Course (Teaching English as a foreign Language 20 hours extra T.E.F.L grammar Application Module at I to I
Ireland.	
May 2004	16 weeks basic Spanish course Instituto Cervantes Dublin
March 2004	Reach and Counterbalance forklift Driving Licenses. The Forklift training centre, Dublin.
July 2003	European computer driving license (E.C.D.L) Rathmines college of Dublin
July 1992	Higher diploma (Hons) in Print and media management
July 1992	4 year apprenticeship in printing and platemaking

EMPLOYMENT RECORDS

Jan 2019 – Feb 2023 **American Express**

Merchant Acquisition (UK)

Jan 2020. - Feb 2023 **Want to honour** - Inbound Sales, Merchant acquisition and account set up. Using word suite, Salesforce, VOIP, Experian and BVD verification tools. Completing sales and setups that are compliant to KYC and UK anti fraud regulations.

Jan 21019 – Jan 2020 **Coverage UK** – Outbound calling to small and medium enterprises to increase Amex merchant coverage in the UK. Using Salesforce and VOIP plus Word suite tools

April 2018 – Nov. 2018 **StubHub**(Page Personnel)

Recovery Sales Agent/ Ticketing Specilaist (USA)

Calling The USA and Canada to recover ticket sales and upsell. Using Excel, Siebel and Salesforce CRM, PQS, VOIP and Outlook,

March 2017 – March 2018 **Aberdeen Group**

Business Development Representative

Calling U.K US and Ireland for an ERP and Business Management software provider, generating sales qualified leads on a long term contract, using Salesforce, LinkedIn, Chat window, Lead Forensics, Massergy communicator, M/S office suite (Word, Excel, Powerpoint), Skype for business

Jan2017 – March 2017 **Aura I.T.T - Aberdeen**

Telemarketing, UK, US and Ireland

Calling for various projects, within aberdeen using English, Massergy comunicator and M/S office suite.

Oct 2016 – Dec 2016 *Grupo IOE*

English teacher

Teaching English to groups to a Cambridge CAE level at CNIO (Centro Nacional de Investigaciones Oncológicas)

May 2016 – July 2016 *Macintouch*

English teacher

Teaching English to management and mid management groups in ALSA

Sept 2015 – Mayo 2016 *Recovering from an accident- de baja médica*

March 2012 – September 2015 *Oxford University Press España (Madrid)*

My Oxford English

English Teacher /Online learning Tutor/ Telephone English teacher

. Teaching English to students of all backgrounds /ages /levels over the telephone or by Skype to both corporate and private students/clients

Preparation of materials required.

. Teaching English Online via virtual classrooms: preparing virtual class presentations for various clients and groups on a one to one or group class basis also webinars on course operations

. Tutoring students of My Oxford English- this involves being a point of reference for students enrolled in the online English course and managing corporate collectives large and small so that each student has the opportunity to reach the objectives monitoring progress, helping with queries and calls, etc.

- Correction of tutorials (progress exams) level testing in and out of house.

Sept '06- March 2012 *Astex Servicios Lingüísticos s.a. (Madrid)*

- English Teacher/ Tutor/ Telephone English teacher

- Teaching English to students of all backgrounds /ages /levels over the telephone or by Skype to both corporate and private students/clients
- Teacher/ mentor on intensive courses
- Teacher /mentor on Residential courses (Corporate)

June '06 – Sept,06 *Vaughan Systems (Zaragoza)*

. English Teacher

- Teaching English to Spanish students of all levels, both in the Vaughan systems office, and in the companies and offices of our clients.
- Teaching the 'Summer Intensive' program, involving 4 hour classes daily for 2-4 weeks, to boost and improve the spoken and written levels of students at all levels
- Continuing to teach privately to students of all ages, levels and abilities.

Jan06 – June '06 *Technical School [Zaragoza]*

.English Teacher

.Teaching English to Spanish students of all levels, both in the academia, and in the homes

and businesses of our clients.

. Teaching English to my own personal students.

. June 05 – Jan06 Teaching English 15hrs a week Lusk co. Dublin

1* Helping Eastern European farm workers reach a basic Standard of English for Clive Sweetman, A Local farmer.

05/00- Jan 06;

T D G Logistics

- Shift Administrator
- Bonded Goods in/out clerk
- Duties; Logging and transferring Bonded Goods in and out of the warehouse, with responsibility for paperwork, and customs clearance (I am a notarised customs signatory for despatching and receiving bonded goods internationally).
- I was also the senior officer on my shift, with responsibility for the smooth running of the office and all of its procedures, and liaising with the staff and managers of other departments, and also most importantly our customers, Diageo and R & A Baileys.

LANGUAGES

English, Native
Spanish, Fluent

COMPUTERS

Windows, Word, Excel, Outlook, Powerppoint, Internet, Various CRM including SalesForce and Merchant Force