

[REDACTED]

Nationality: British [REDACTED]

Based in: Madrid, Spain

Hello! My name is [REDACTED] and I am currently searching for a position within your company! My native language is English, and I also speak a good level of Spanish and German. I am available to start in October and I am flexible with hours.

Work Experience

December 2023 – September 2024, Berlin, Germany

Numa Hotels – Team Leader and Trainer for Housekeeping Crew

Managing a team of more than twenty housekeepers across two properties
Inspecting hotel rooms after they have been cleaned to ensure standards are met
Training new employees and helping existing housekeepers to fine-tune their cleaning skills
Coordinating the schedule to maintain optimal coverage
Handling requests and complaints from hotel guests

August 2021 – July 2023, Berlin, Germany

Sykes – Team Leader for BillPay

Supporting a team of fifteen agents
Coaching agents on effectively managing challenging customer phone interactions
Managing team holiday requests and coordinating the schedule to maintain optimal coverage
Organising bank transfers for overpaid invoices to Swiss and Austrian customers
Updating customer banking information in the company's internal system

September 2020 – July 2021, Berlin, Germany

Sykes – Customer Service Agent for Klarna

Responding to customer inquiries through telephone, chat, and email channels
Addressing and resolving customer queries and complaints with professionalism
Assisting customers in establishing debt repayment plans tailored to their needs
Acting as a mediator between customers and stores to ensure satisfactory resolutions

January 2020 – April 2020, Berlin, Germany

HBC Services - Wayfair Office Receptionist

Serving as a receptionist in a building with over 1,000 employees, providing a welcoming and efficient front desk service
Coordinating the setup of meeting rooms for company guests, ensuring all requirements were met
Managing the mailroom service for employees, processing and distributing approximately 100 packages daily
Reporting building issues promptly to the maintenance team for a timely resolution.
Maintaining a clean and organised reception area, creating a professional first impression

October 2019 – Relocated to Berlin

September 2017 – August 2019, Barcelona, Spain

BeSound Hostel – Receptionist

Checking-in guests in a busy hostel in the centre of Barcelona
Creating new bookings using the ASSD system
Answering guest inquiries and providing tourist information as well as dealing with complaints and issuing refunds
Keeping the hostel clean and orderly, and handling large sums of cash

November 2015 – May 2017, Barcelona, Spain

Computacenter - Technical Support Analyst for Sanofi US

Providing technical and customer care support to Sanofi employees in US and India
Reporting and opening major incident cases for technical errors affecting the entire company
Learning to use several different internal systems to deal with each callers requests appropriately

August 2013 – April 2015, Lisbon, Portugal

Teleperformance Portugal – Technical Support

Providing technical support for Renault UK
Responding to customer and staff inquiries about navigation systems via email
Attending the customer support telephone line
Dealing with complaints and escalating to the team leader when appropriate
Logging all calls and emails into an internal database system

April 2013 – July 2013, Barcelona, Spain

Xerox – HR Administrator

Organising department transfers, pay changes and providing information to payroll related questions via telephone and email
to the company's employees
Using SAP and PeopleSoft database systems

January 2012 – June 2012, Travelled in Mexico, Central America and India

December 2009 – January 2012, Barcelona, Spain

CPM International - Hotel Reservations Agent

Booking hotel rooms for UK based clients in an inbound call centre
Advising customers of suitable locations and rates
Handling complaints on a daily basis while constantly hitting a target of answering 12.5calls per hour, with a 30% booking rate.

Education

Music Technology BTEC Diploma – Stoke-on-Trent Cauldon Campus
First Diploma in English Literature – Stoke-on-Trent College

