**ALMUDENA AMORES SANCHEZ**



**1. PERSONAL DATA**

C/ Tomás Borrás, 8, 6 J, 28045, Madrid, Spain

Mobile Phone: + 34 616 87 12 67

E-mail addresses: [almudetur@yahoo.es](mailto:almudetur@yahoo.es) / [almudena.amores@augere.es](mailto:almudena.amores@augere.es)

Skype: almudetur

**2. WORK EXPERIENCE**

**\* Executive & Life Coach, Trainer and Strategic Consultant** (November 2010-Present)

**Certified Coach, ACC, CPCC (+ 550 hours)**

**Coordinator of the ICF Spain Subsidiaries**

**Mentor and Collaborator Augere**

Lead workshops: Customer Service Skills in the Tourism Industry (Hotel Sa Francesa Nova, Mallorca), Coaching Skills for Teachers (Teacher’s Training Centre Toledo), Leadership and Coaching Skills for Science Tutors (University of Edinburg, Scotland), Communication and Coaching Skills for University Teachers (Universidad Politécnica Catalunya), Coaching and Leadership for Teachers, Students and Parents (Blanxart High School), Leadership and Team Coaching (Conde Rodrigo Hotels, Ciudad Rodrigo), etc.

**\* Easydriver Car Services, Madrid** (November 2008-August 2010)

Assistant Manager and HR and Total Quality Manager

***\** Strategic and Total Quality Consultant and Trainer** (January 2004-November 2008)

- **Grupo Consultores Asociados, Madrid:** Strategic plans, business diagnostics, Total Quality Systems implementation and follow-up in different companies.

**- Euroquality, San Sebastian:** Tourism Quality System implementation in hotels**.**

**- Valdemoro Municipality, Madrid:** Creation and delivery of the program Planning and Development in the Tourism Sector.

**- Grupo Galgano:** ICTE Quality System implementation in tourism subsectors in different cities in Spain (hotels, beaches, travel agencies, restaurants, etc.).

***- International Standards Organization (ISO), Barbados and St Lucia:*** Design, creation and delivery of the course Quality and ISO standards implementation in Tourism Services and Hotels.

***\** Spanish Agency for International Development Cooperation– AECID, Baja California Sur, Mexico**(June 2002-June 2003)

Supervisor of the Development and Sustainable Tourism Project El Vizcaíno: consultant, tourism planner and trainer (Leadership skills, customer services, sustainability, Total Quality, etc.).

**\* World Tourism Organization UNWTO** (October 1999- March 2002)

* Official UN Mission consultant, **Senegal and Nigeria**: identification, diagnosis and elaboration of an action plan aimed at improving the facilitation, safety and security in different African tourist destinations.
* Project coordinator of the *Politiques et Stratégies en Tourisme course,* **UQAM**, Université du Québec a Montreal, **Montreal, Canada**.
* Coordinator of the Project TedQual Certification System (WTO Programme aimed at improving the quality of the tourism education, training and research programmes), **University of Queensland, Brisbane** and **James Cook University**, **Townsville, Australia**.
* Coordinator project of the Tourism Quality Programmes in Universities and Tourism Education Institutions, WTO-Themis Foundation, **Andorra.**

\* **Hotel Orense, Madrid** (May 1997-September 1999)

Front Office: booking, customer service, etc.

\* **Spanish Tourism Office in** **Copenhagen**, **Denmark** (June 1996-September 1996)

Tourist information, customer service.

**Additional Work Experiences:**

* Speaker at the *National Tourism Development Congress 2005-2010*, Sofia, Bulgaria, (October 2004).
* Speaker at the *Tourism and the Regional and Local Development II Congress*, La Habana, Cuba, (September 2002).
* Co-writer of the book *Paisaje, Ordenamiento Territorial y Turismo Sostenible*, **Universidad de Genoa, Italy**, (September 2002).

**3. EDUCATION**

***Diploma in Tourism Business***, Universidad Rey Juan Carlos, Madrid. (1993-1996).

***Co-Active*** ***Leadership Program,*** The Coaches Training Institute***.* (**April 2012-January 2013*).*

***CPCC (Certified Professional Co-Active Coach),*** The *Coaches Training Institute*, **ACC** (Accredited Certified Coach), ICF, (November 2010-December 2011).

***Master in Human Resources,*** Federación Empresarial de Madrid, (March 2006-April 2007)

***Master in Business Administration***, **MBA,** Chamber of Commerce of Toledo, (October 2004-June 2005).

***Master in Total Quality Management*,** Escuela Organización Industrial de Madrid-Chamber of Commerce of Toledo,(October 1998 - May 1999).

**Additional Training**

**\* Parentology, Presence Based Coaching, Emergent Essence Dynamics, The New Co-active Model, Team Coaching, NLP, etc. (**February 2010-November 2012).

\* **Train the trainers Program,** Alcalá de Henares University, Madrid, (October 2001-March 2002).

***\* Teaching Methodology Course,*** Centro de Formación de Moratalaz, Madrid, (March 2002-May 2002).

**4. SKILLS**

**Languages**

Mother Tongue: Spanish

English: Proficiency level, speaking and writing.

French: Fluent, speaking and writing.

**Competences**

Proactive, call to action, passionate, creative, enthusiastic, resilient, cheerful.