

Carlos Beltran

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Employment

September 2016- Current

Rentalcars.com (Manchester, UK)

Confirmations associate

- Building and maintaining a superb relationship with all our suppliers. Resolving supplier and customers queries within deadlines.
- Taking ownership of incoming queries via email and telephone.
- Finding alternative solutions to fleet fails and “on request” bookings.
- Calling suppliers head office / locations for last minute confirmations.

September 2015-September 2016

Rentalcars.com (Manchester, UK)

Customer service and sales inbounds

- Deliver a high level of customer service.
- Answering questions while they’re browsing our website.
- Helping each customer find their ideal car.
- Dealing with enquiries between booking and pick-up. Answering questions after the rental has finished.
- Making each customer’s experience a positive one, whether they’re booking online or over the phone.

October 2013 –April 2015

Mapfre S.A (Spain)

Insurance sales agent

- Intermediating between insurance companies and insurance buyers, including individuals and business.
- Advising customers on the insurance policies that best suit their needs.
- Active in seeking out new clients and explaining the types of coverage they may find helpful.

February 2013 –September 2013

Barcelona stock exchange, BME (Spain)

Internships in capital market research

- Analysing equity indexes, commodities and currencies, as well as making reports about macroeconomics and firms.
- Use of financial terminals as Bloomberg and Reuters in the market research.
- Presentations to the investing community about economic and financial topics.

February 2010 - June 2010

Point soft S.L (Spain)

Internships in accounting

- Working with spreadsheets, sales and purchase ledgers and journals. Preparing statutory accounts.
- Calculating and checking to make sure payments, amounts and records are correct. Sorting out incoming and outgoing daily post and answering any queries.
- Managing petty cash transactions.
- Controlling credit and chasing debt.
- Reconciling finance accounts and direct debits.

Education

2007 -2011 **Master's in Data Science** - Salford University (UK) – Currently studying

2012- 2013 **Specialization in Finance** - Institut d'estudis financers (Spain)

2007 -2011 **Bachelor's degree in Economics** - Rovira I Virgili University (Spain)

Languages

- Spanish: Native
- Catalan: Native
- English: Fluent (Full professional competence)

Other skills

- Microsoft office (Excel, Word, PowerPoint and Outlook)
- Reuter and Bloomberg -Basic
- R
- Python
- SAS
- SQL
- EViews