##### fotonoli copia**Personal Information**

##### Olivia García Serrano

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DOB: 3rd of November 1985

Identification Number: 44713169-L

**Universities**

* 2011-2015:Psychology, Pontifical University of Salamanca.
* 2006-2010: Elementary Education, University of Salamanca.

**Languages**

* **English** (level: Intermediate)
* **French** (level: Native)
* **Spanish** (level: Native)

### Professional Experience

* **Tour guide** (Edina tours): I gave guided tours of Edinburgh to Spanish and French people during the Edinburgh festival. It was a 2 hour walk around historically important areas of Edinburgh where I explained to the clients the importance of said areas.

**(June 2014 – September 2014)**

### Sales Associate at Animal Party (Commercial Centre: El Corte Ingles Preciados): Customer service cashier, brand representative and retail sales associate. Greeting customers, answering questions and directing customers to merchandise. Recommending products, stocking shelves, performing inventory functions, wrapping gifts and processing returns. (June 2010- August 2011)

* **Auxiliary Teacher** (Practicum at Private School Las Delicias)**:** I taught young children around ages 3-6 how to read and write, assisted children with special needs and did evaluations to help the school.

**(May 2010)**

* **Auxiliary Teacher** (Practicum at Public College Filiberto Villalobos)**:** I taught young children around ages 3-6 how to read and write, assisted children with special needs and did evaluations to help the school.

**(April-May 2009)**

* **Hotel Clerk at Sol Meliá (**Vielha, Lleida)**:** Checking patrons' identification in order to ensure that they met the minimum age requirements for consumption of alcoholic beverages and collecting payments from customers.Writing patrons' food orders on order slips for the kitchen staff. Checking with customers to ensure that they are enjoying the meals and taking actions to correct problems. Serving specialty dishes at tables as required. Greeting patrons, registering and assigning rooms to guests. Issuing room keys, transmitting and receiving messages. Keeping records of room availability and guests' accounts. Computing bills, collecting payments and making changes for guests. **(2007-2008)**
* **Child Entertainer at Sol Meliá** (Vielha, Lleida)**:** The duties included leading craft activities, games, face painting and balloon modelling. Dressing in character costumes,telling stories and interacting with parents. Helping out with welcome meetings and supervising children from 4 to 17 years of age. Entertaining by sports activities and being responsible for the children’s safety. **(2007-2008)**
* **Au pair** (Geneva, Switzerland): Waking the children up and getting them ready for school. Cooking simple meals for them, playing with them and looking after their pets. Washing dishes and cleaning the kitchen, tidying, dusting and vacuuming the house. Laundry and ironing. Entertaining the children, helping them with homework and teach them about my culture. Taking the children on outings to parks, playgroups and other activities. Traveling with my host family on vacations and providing care for the children.  **(June-August 2002)**

**References**

**El Corte Ingles Preciados:**

Rafael Rioboo (Director).

Telephone: +34 650-932-545

**Animal Party:**

Elena Nieto Ruiz (Manager).

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