

# Curriculum Vitae

**Female**

**Number of years working in industry: 2 years 7 months**

**Candidate ID Number:** 84978

**Nationality:** Spanish

**Language Skills:**

Fluent: English, Spanish

**Permitted to work in:** European Union, UK - United Kingdom

**Position Sought:** Receptionist

## Personal Statement

### Employment History:

**January 2020 - October 2020 - Receptionist** at (most recent employer hidden for confidentiality) London, UK - United Kingdom, (5 Star Hotel Spa)

#### Duties included:

- Making reservations and follow up all enquires to maximize productivity.
- Ensuring that there is co-ordination between the reception, therapy and spa Butler teams regarding guest information / preferences / requests and whereabouts.
- Ensuring all bills are accurate and presented according to the agreed standard.
- Ensuring that all complaints are acknowledged and reported to the management team and where possible provide an immediate response to ensure service recovery.
- Ensuring every member and hotel guest is welcomed with a smile and to provide a friendly and efficient service.

#### Products worked with:

ILA

TATA HARPER

LA PRAIRIE

**August 2018 - December 2019 - Retail Professional** at ZARA, Inditex, London, UK - United Kingdom, (Product Company)

#### Duties included:

- Maintaining responsibility for one or several sections of the store and keeping a well-presented image of the store.
- Ensuring that customers are acknowledged and receive a quality service face to face.
- Being fully aware of all collections, new arrivals and promotions offered in the store.

**June 2017 - December 2017 - Area Sales Representative** at Lafuente, Malaga, Spain, (Product Company)

#### Duties included:

Conducting desk research in accordance with the needs of the market research to establish a new sales strategy to enter new markets. Managing marketing strategies to increase sales in other countries, while providing excellent customer service to national customers to ensure their orders arrive efficiently.

### **Products worked with:**

Automotive

### **Education and Qualifications:**

#### **2015 University of Málaga**

Bachelor's degree

Marketing and Market Research

#### **2020 University of Greenwich, London**

Master's degree in Strategic Marketing

#### **2015 University of Málaga, Spain**

Bachelor's degree in Marketing and Market Research

### **Product Training:**

**February  
2020**

**TATA HARPER**

The Lanesborough Club & Spa in London

Tata Harper's product range

CV created at [www.spastaff.com](http://www.spastaff.com)

