

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

SPA STAFF.COM
