



PROFESSIONAL PROFILE, COMPETENCES AND OBJECTIVE

PERSONAL DETAILS

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CFGS (Advanced Vocational Diploma) in Administration and Finance with 8 years of experience as an administrative assistant in the commercial, hospitality and tourism sectors. With clear **public focus and the ability to plan and organise and to lead and manage people**, I am looking for the opportunity to develop professionally in the Administration Department of a company in the tourism sector.

PROFESSIONAL EXPERIENCE: ADMINISTRATION AND MANAGEMENT

Planning and organisation

Efficient work management through the structuring and planning of tasks, management of treasury employment documentation, drafting reports of commercial operations, employment documentation management.

Companies: Viatges Barcelona 2012 – 2015

Leadership and Management of people

Managing teams through motivation and the establishment and control of employee standards.

Companies: Viatges Barcelona 2012 – 2015

Focus on the public

Seeking customer satisfaction and benefit, understanding their needs and having the ability to respond through telephone assistance, reception of visitors and telephone monitoring of the After-Sales Department.

Companies: Grup Barcelona Restaurants 2008-2010
Electrodomèstics Barcelona 2007-2008

Concern for order and quality

Attention to the smallest details and organisation of the work through the management of information in databases and monitoring of the After-Sales Department.

Companies: Grup Barcelona Restaurants 2008-2010
Electrodomèstics Barcelona 2007-2008

TRAINING

2005 - 2007 CFGS (Advanced Vocational Diploma) in Administration and Finance
Vocational College BCN

2004 - 2005 CFGM (Intermediate Vocational Diploma) in Administrative Management
Vocational College BCN

LANGUAGES

Catalan	Mother tongue
Spanish	Mother tongue
English	First Certificate

COMPUTER SKILLS

ACTIC	Level 2
SAP - FI	Professional use
CRM Dynamics	Basic

OTHER INFORMATION

Driving Licence Category B
Available to travel