



Academic achievements.

ESIC Business & Marketing School

Graduated in Business Administration and Specialized in Marketing (in English)

- 🏆 Extraordinary award for the best academic record
- 🏆 Member of Honor roll list of ESIC 2014-2015
- 🏆 3rd price "Best Final Project for Entrepreneurship" 2015
- 🏆 3rd price "ESIC Business creation" 2014-2015

Certificated skills.

- Hubspot - Email Marketing course
- Hubspot - Marketing software course
- Basic course of Digital Marketing from Google
- Master in Graphic Design by Aula Creativa
- Quality auditor ISO 9001 certificate by CFC
- BEC Higher Business English Certificate by Cambridge
- Volunteer at Slush 2017

Professional experience.

AIG (Insurance) | Nordics Operations Specialist

Dec. 2017 - Present

Effectively controlled and coordinated more than 30 monthly based processes in Denmark, Norway, Sweden and Finland with more than 50 Million euros personally processed.

Successfully removed previous backlog and improved team's operational efficiency by 50% by automation.

Preparation of weekly reports for the Nordic Managers and responsible of the creation of training material resulting in a reduction of 20% human errors.

Extra responsibilities: "Designer of marketing elements", "Project Manager" and "Leader of the Office Committee".

BrandBastion (SaaS) | Business Developer

Nov. 2016 - Jan 2017

Conducted email marketing campaigns for Spain and LATAM in Hubspot.

Created a database of 300+ qualified leads.

Maintained personal performance including contact databases, activity reporting and sales forecasts.

Travel Brokers (MICE) | Project Manager

Jun. 2007 - Oct. 2016

Image and Design projects. Responsible for promotion, advertising, and design.

Designed and developed Spain from Spain and Travel Brokers websites.

Designed brand and corporate elements designs as well as communication campaigns for clients.

Operations. Successfully obtained worldwide recognized full IATA accreditation for the company.

Effectively monitored budget and expenditure for the projects and maintained accounting records.

Coordinated and completed administrative logistics and support activities for events.

Administration. Created control system for payments to suppliers and collections from customers.

Integral member that assisted in processing 100% of work orders by the end of each quarter.

Increased overall efficiency by improving the control system.

Quality certification and auditing. Defined product realization, including the steps from design to delivery and streamlined all processes resulting in the obtention of "ISO 9001 certification" for Travel Brokers.

Successfully created the Quality Management System and managed constant improvement through activities like internal audits and corrective and preventive actions enhancing organization's credibility.

Renewal of ISO certificate 4 consecutive years by maintaining and improving Company's Quality System.

Skills.

