

CARMEN DEL RÍO GARCÍA

+ 34 685 16 36 03

<http://www.linkedin.com/in/carmendelriogarcia/en>

carmendelriogarcia@gmail.com

08023, Barcelona

www.carmendelrio.es

38 years old



Multi-Skilled English Speaking Administrator, with web design skills

Professional Profile

I hold a degree in Labour Relations and a strong administrative background with excellent customer services skills. Familiar to work within multinational environments.

I have achieved training in business administration and web design skills.

I am professional, confident, credible and an enthusiastic team player with a flexible “can do” attitude. I am able to adapt to a constantly changing business environment, self-motivated with ability to prioritise and execute tasks in a high pressured environment. I quickly pick up technology.

I am interested in continuing to develop my career within business administration and open to different sectors.

Professional Experience

Administrator / Student support assistant – ASEDEM Asociación Española de Empresas Multimedia (Barcelona. February– August 2014)

Leading school focused on technology-oriented subsidised training. I am responsible for:

- Recruiting students, scheduling and classroom assembling
- Providing information and enrollment of students
- Document management in accordance with Foment Formació requirements
- Following up training activities and giving a response to the inspectors
- Administrative support to students and tutors
- Dealing with the day-to-day administrative tasks

Multi-skilled Administrator – Lloyd’s Register España, S.A. (Barcelona. October 2008-June 2012)

The Lloyd’s Register Group is one of the world leaders in assessing business processes and products to internationally recognised standards. Working as a member of the Energy department within the Mediterranean District I was responsible for:

- Invoicing, troubleshooting and issuing monthly management reports
- Administrative support to Technical Staff
- Arranging business travel and accommodation requirements as needed. Managing visa process for members travelling abroad
- Preparing, recording a log and filing quotations and contracts
- Document management (technical dossier, H&S documentation...) in accordance with local business requirements and arranged deadlines
- Dealing with queries from internal and external clients both internationally and nationally

Receptionist/Assistant – Activa Selección Valencia ETT, S.L. (Valencia. April 2007-May 2008)

Staffing agency that provides full time and temporary job placement, human resources services and consulting.

Working as a member of business support staff I was responsible for:

- Administrative support to Technical Staff
- Dealing with all incoming calls and handle caller’s inquiries whenever possible, re-directing calls as appropriate and taking adequate messages when required
- Picking up and delivering the mail and maintain an adequate inventory of office supplies
- Maintaining the general filing system and managing documentation

Rental Sales Agent – National Atesa (Valencia. March 2006-October 2006). Hired by Personal 7 ETT

- Greeting customers
- Preparing all rental and return documents and reviewing rental parameters with all customers to ensure a complete understanding the Company's Terms and Conditions of rental
- Carrying out other job-related tasks

Reservations Sales Agent – Avis alquiler un coche, S.A. (Madrid. April 2005-October 2005). Hired by Randstad ETT

Hired by Randstad ETT. I was responsible for processing all reservation requests, changes, and cancellations received by phone, fax, or mail from different European Tour Operators

Administrator/Assistant to Manager – Excelcare holdings Ltd. (Cambridge UK. May 2003-February 2005)

One of the leading care home groups in the UK, provides residential, nursing and specialist care to older people. Working as a member of the management team within Coronation Street Nursing Home I was responsible for:

- Administrative support to the Home Manager and Carers Team.
- Dealing with all incoming calls, re-directing them as appropriate and taking adequate messages when required
- Greeting visitors
- Attending meetings, taking notes and distributing the minutes to the relevant people
- Processing all the incoming and outgoing correspondence and recording a log
- Daily income and expenses tracking
- Cooperating with organizing the different shifts
- Reviewing timesheets and payroll
- Issuing weekly management reports
- Filing and any other general office tasks

Education & Training

DIPLOMA IN LABOUR RELATIONS. Complutense University of Madrid (UCM). CSSJ. Ramón Carande. (1994-1997)

Digital Marketing (40hrs) IAB Spain. On-line (2014)

UX&UI Mobile Design (60hrs) Barcelona Activa, Cibernàrium (2014)

Web Design & Multimedia Programming (380hrs) CRITERIA (2014) - 100hrs internship at Metàfora (www.metafora.org)

Multimedia Products Development (590hrs.) ASEDEM, Multimedia Spanish Association (2013) – 80hrs internship at Trayson (www.trayson.es)

Achieved training in business administration, accounting and data processing areas

Languages:

- Spanish: Native Language
- English: advanced level, spoken and written
- Catalán: Basic level spoken and written with high understanding

Computing:

Experience of the following computing programs

- Office: Word, Excel, Power Point, Outlook Express, Adobe Acrobat
- Management Systems: J.D. Edwards
- Graphic Design: Adobe Photoshop CS6
- Web Design: HTML5/CSS3, JQuery, Bootstrap, Adobe Dreamweaver CS6
- CMS: WordPress, Joomla, Prestashop

Knowledge of the following computing programs and programming languages:

- Office y Management Systems: Access y SAP
- Graphic Design: Adobe Illustrator CS6, Adobe InDesign CS6, Adobe Premiere elements 4.0, Rhinoceros 4.0
- WebApp: JQuery Mobile