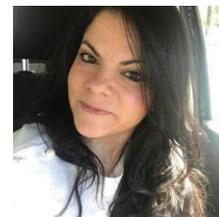


## ID-59280 VERONICA

Address: 28006 Madrid  
Driver's license: YES



### PROFESSIONAL PROFILE

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Advance (English) professional and German Speaker with a bachelor's degree in business administration and Management. More than 5 years of experience in Sales management and business negotiation, support in commercial departments likes Leisure & Sales, Global Major Account Business and Cross Border. She has excellent communication and leadership skills, a high capacity for analysis and execution of commercial activities.

### PROFESSIONAL INTEREST

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Develop my professional career in international client management and administrative management.

### COMPETENCIES

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Administrative Management, Business of international Process, Preparation of Management Reports, Paperwork and customer tracking.

### PROFESSIONAL EXPERIENCE

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#### **March 2018 - Current. Konica Minolta Business Solution Spain (Madrid, Spain).**

- **International Account Manager:** Cross Selling in sales, generating new leads, customer prospecting, customer portfolio maintenance around 85 clients, management and administrative operations, generating international agreements (two international agreements win).
- **Global Business Services Support:** International sales process management, monitoring process like: rollout support, project development support, kick off participation, sales administrative paperwork, local negotiation and cross business, call conference business, manage single point of contact international and following the Operations, Global Standard Process on Major Accounts, aligning operations between countries, communication with Global Business Relationship managers of the big accounts, Bid Global Tenders participation support.
- **Cross Border Operational Business:** Business intercompany strategy negotiation, launch operations responsible, following of the operation in each department properly, sales internal support of outbound business, business sales communication, administrative management to close the business.

#### 2017 – 2018 Euroformac Group (Madrid, Spain)

- **Executive Sales Professional (September 2018 - March 2019):** Customer assistance, registration of clients and follow-up of their states, call center, commercial tasks, administrative management of the public organization, management of the CRM for control of the clients, stock control of office.
- **Sales Administration Assistant (March 2017 - September 2018):** call center, customer services, customer registration and tracking of registrations, manage documentation for tenders, educational project logistics support, sales paperwork's support.

#### 2015 – 2017 Brindis Events – Executive Assistant to General Manager (Spain):

- Invoicing Management, stock control, negotiation with suppliers, management of the event agenda, coordination of events, control of delivery notes, customer acquisition, management of employees.

#### 2013 - 2017 Konic Travels - Executive Assistant to CEO (Spain):

- Tourist advice, E-Marketing campaigns, reservation management, customer service and follow-up, itinerary and travel design, administrative management, commercial management with suppliers, sales strategy, travel planning aligning the budget of the customer.

#### 2011 - 2013 Europcar IB (Spain):

- **Leisure & Sales support (March 2012 - March 2013):** Commercial management with travel agency and Tour Operators & Brokers, customer service, management support of reservations and rates, update the database, international call conference, service, Pricing Support, Customer Loyalty Management (Support marketing and sales department), coordinate, manage and monitor internal sales processes.

- **Tele sales Support (September 2011 - March 2012):** Standard Process to the travel agency, customer service, management support of reservations, update the database, international communications with Travel Agency Group, Support marketing and sales department.

## **EDUCATION**

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2010 - 2011 *Master's in Business Administration & Management*  
**EAE Business School (Spain)**

2012 *e-Marketing*  
**CEF Centro de Estudios Financieros (Spain)**

2012 – 2016 *Master in Psychopharmacology and drugs of abuse*  
**Universidad Complutense (Spain)**

2004 - 2009 *Degree in Psychology (Venezuela)*  
**Yacambu University (Venezuela)**

## **LANGUAGE**

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Spanish (*Native*) | English (*Fluently C1*) | German (*Fluently*) | French (*Basic*)