



ID-59144 REBECA



18/ 01/ 1988



Barcelona



ABOUT ME

Professional with more than 8 years of experience in sales, account management and customer service, developing communication skills and facing new challenges. I consider myself proactive and perfectionist; I am used to work under pressure and believe in teamwork as part of both personal and business success.



LANGUAGES

Spanish

Catalan

English

French

Italian



EXPERIENCE

Sep 2021 – Current **Retail Business Development**
Mail Boxes Etc.



- Best profiles recruitment
- Sales advisement to potential franchised
- Business development projects
- Discovery days leadership
- Lead generation strategies

May 2021 – Jul 2021 **Partnership Manager**
(temporary project) **Up2You Sports Marketing**



- Partnership projects (Volkswagen & ASICS)
- Partnership activations management
- Events team management

Jul 2018 – Dec 2020 **Senior Partnership & Hospitality Manager**
Girona FC S.A.D.



- Partnership & Hospitality sales packages
- Hospitality team management
- Partnership activations management
- Match day operations supervision and incidence solving
- Business Club events management
- Lommel SK Club onboarding in the City Football Group

Jan 2018 – Jun 2018 **B2B KAM Sales Channels**
Fútbol Club Barcelona



- B2B ticket sales: agencies & FCB Stores
- Incidence resolution with sales channels
- Business development in new markets
- Follow up ticketing sales
- Points of sales coordination

Jun 2016 – Dec 2017 **KAM Hospitality Sales**
Fútbol Club Barcelona



- VIP sales management (Football & Basketball)
- Corporate account management
- Hospitality team management
- Business development in new markets
- Match day operations supervision and incidence resolution

Feb 2014 – Jun 2016 **Sports & Ticketing Account Executive**
E&TB Group Spanish DMC



- Booking & Package sales management
- Account management of TTOO and MICE
- Incidence resolution with bookings
- New commercial strategies development
- Customer service



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SOFT SKILLS

Verbal and Written communication

Critical thinking

Leadership

Problem solving

Teamwork



HARD SKILLS

CRM (Salesforce, Magento, BMS)

Microsoft Office

Lead prospecting

Funnel Management

Negotiation



HOBBIES



Feb 2011 – Feb 2014 **Travel Assistant & Group Leader**
Institució Cultural del CIC



- Booking management and suppliers coordination
- Travel packages sales and customer service
- Departures and landings organization
- Group leader in UK & EEUU trips
- Incidence resolution with school & parents



EDUCATION

2021 - Current **Digital Marketing**

ThePowerMBA Business School, Online.

2017 - 2019 **Master's degree in Marketing and Sales Management**

EAE Business School, Barcelona.

2012-2014 **Bachelor's degree in Tourism**

Hotel & Tourism School, Barcelona.

2006-2011 **Bachelor's degree in Humanities**

Pompeu Fabra University, Barcelona.



CERTIFICATES

2016. **B1 Certificate of French.** Official languages School, Barcelona.

2015. **Marketing online in touristic destinations.** CEAV, Barcelona.

2012. **B1 Certificate of Italian.** Official languages School, Barcelona.

2012. **Touristic Management.** UOC, Barcelona.

2011. **Coaching.** High Develop Business School, Barcelona.



REFERENCES

