



ADRIANA

ID-59490

ABOUT

An enthusiastic, detail-orientated and proactive professional seeking full-time challenges to commit with and enhance my skills in Sales management, being successful through assertiveness, flexibility and high adaptability to changing environments and team working orientation.

CONTACT

- ✉ _____
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- 🏠 Madrid ,Spain

EDUCATION

BA COMMUNICATION, PR & EVENTS MANAGEMENT

CEU San Pablo University

MBA DIGITAL MARKETING & SALES MANAGEMENT IBS

School- 2019

LANGUAGE SKILLS

- English (professional) ●●●●○
- Spanish (native) ●●●●●
- French (conversation) ●●●○●

IT SKILLS

- Office ●●●●●
- Salesforce ●●●●○
- SAP ●●●●○
- Ópera ●●●●○
- Zendesk ●●●○●
- Oracle ●●●○●

HARD SKILLS

Strategic vision & planning
Customer & Team Orientation
Speaking & written (3 languages)
Operational vision & performance
Ópera, SAP, Salesforce, Zendesk

SOFT SKILLS

Assertive
Motivated
Organized and detail- orientated
Flexible & High Adaptability
Team player

EXPERIENCE

KEY ACCOUNT MANAGER CONSULTANT

IZO System (Customer Experience Multi-channel Consultancy) | May 2019 -Nowadays

Developed strategy planning in **consolidated & potential accounts** B2B & B2C **Prospected new markets**, bussiness lines (banking, assurance, outsourcing, outsourcing, pharma, wholesalers, retail, utilities, airlines, hotels, mobility & automotive, food sector...)

Advised Sales Consultancy services (pre-sales cycle) at Customer Experience Multi-channel **Tech Solutions** to **B2B & B2C** companies (video call, demo...) Developed tailor-made **proposals, Negotiated terms & conditions** & Closed all contracting details Managed & Communicated all Project details to Customer Success Team **Followed up** Project **developing** with the **client**

SALES MANAGER

Barceló Torre de Madrid Hotel | Mar 2018 - May 2019

Arranged visit with potential clients & handled agreement terms & conditions
Developed operational performance coordinating all departments involved

INTERNATIONAL SALES EXECUTIVE

Madrid Marriott Auditorium Hotel | Sep 2017 - Mar 2018 Arranged meetings with prospecting clients & followed-up Developed pipeline

Reported sales & negotiated terms to all the departments involved

GLOBAL SALES ASSISTANT

Sales Department at Meliá Hotels International | Feb 2017 - Sep 2017

Handled national & international enquiries and created proposals Arranged contracts & communicated operational performances to the hotels

PR CORPORATE ASSISTANT

BBVA Financial City | Jan 2016 - Feb 2017

Assisted business top bank accounts meetings
Reported client satisfaction & incident notification