



# NATACHA

## SALE AND ACCOUNT MANAGER

### PROFILE

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Professional with international experience in sale, management and real estate, business.

Graduated with a Master's in Economic Sciences in Belgium and fluent in 3 languages .

Curious and pro-active. Focused on objectives and problem solving, I am flexible and thorough.

New challenges and client satisfaction are my motivators. I want to make my skills available in long-term development missions corresponding to my values.

### CONTACT

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Driving license + car

### WORK EXPERIENCE

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#### REAL ESTATE AGENT - INTERNATIONAL DEPT

SEPT 2022| ACTUAL AMARILO INMOBILIARIA VALENCIA

- Negotiation
- Customer Support for international clients (French-English),
- Business Development
- Managing properties and Property holding management
- Legal advising for clients and revision of contracts
- Promote the company nationally and internationally online, through collaborations and in events
- Training new real estate agents

#### MERCHANT CONSULTANT REP. FRENCH MARKET

SEPT 2021- SEPT 2022| **GROUPON.COM** (DIGITAL MARKETING AGENCY)

- Business Development: Sale position
- Recovery of "not life" Merchants
- Customer Service Support for the French market
- Negotiation of new contracts
- Support for the merchant, about booking tool, bills and payment

#### ACCOUNT MANAGER

2019 - SEPT 2021| GLOBAL PORTAL BOOKING MUCHOSOL (OTA)

- B2B customer portfolio management and loyalty programs administration , account activation and software training
- Prospecting for new customers (real estate and travel agencies, affiliates, portals)
- Negotiation of new contracts and adding services to former contracts
- Analysis of market opportunities and result reports
- Supervision and quality checking of the products
- Co-management with Accounting and the Booking department of the follow-up of reservations and accounting regulations
- Brand Ambassador in national and international sectorial fairs
- Managing software incidences and improvements with the support team,

#### COORDINATOR AND SALE | REAL ESTATE

2016-2018 | HELICE INMOBILIARIA

TEMPOCASA (REAL ESTATE AGENCY)

- Development of commercial strategies and dashboards, in collaboration with the direction team
- Administration related to contracts and publications
- Monitor customer expectations when carrying out actions and informal contacts.
- Interviews with sales representatives, team meetings' conduct and training
- Translations in French, English and Spanish (publications, notary meeting,...)
- Management of customer accounts in the company's real estate CRM and follow-up
- Implementation of commercial actions to develop the visibility of the company
- Monitor customer expectations when carrying out actions and informal contacts.
- Direct sales (by phone, meetings, door-to-door ...)

## ABILITIES AND SKILLS

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- Perseverance, Adaptability
- Strong communications skills and empathy
- Negotiation
- Team management
- Proficiency in direct sales
- Strong analytical skills
- Mastery of Office, Excel, Internet, CRM and project management software as Trello, Hubspot
- Salesforces
- Knowledge of SCRUM process and Agile management
- Notion of databases and SQL, Basics of programming in Python and API and Oracle

## LANGUAGES

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French	Native
Spanish	Proficient
English	Advanced professional skills
Italian	Elementary Proficiency
Dutch	Basic

## INTERESTS

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- Running, Yoga, CrossFit, Trekking
- Sewing and Patronage,
- Batucada and latin dances
- Literature, foreign languages and cultures

## EDUCATION AND TRAININGS

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### MASTER'S DEGREE IN ECONOMIC SCIENCES, FINALITY MANAGEMENT SCIENCES AND MARKETING

SEPTEMBER 2013- JUNE 2015 | SOLVAY BRUSSELS SCHOOL OF ECONOMICS AND MANAGEMENT (IN ENGLISH)

- Organizational behaviour and leadership
- Strategy and strategic analysis
- Experience in management (Chair Solvay Business Alumni)
- Advanced marketing (Chaire inBev-Baillet Latour)
- Field project
- Cross Cultural Management
- Operational Management: Decision and Ressources
- Company Establishment and Entrepreneurship
- Economics of the European Union

### ERASMUS EXCHANGE UNIVERSITY OF VALENCIA 2014

### BACHELOR'S DEGREE IN ECONOMICS

SEPTEMBER 2009- JUNE 2013 | SOLVAY BRUSSELS SCHOOL OF ECONOMICS AND MANAGEMENT (FRENCH AND ENGLISH)

- Microeconomics . Macroeconomics
- Marketing management
- Introduction to computer science (programmation bases, data bases, software)

## CERTIFICATES

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### API CERTIFICATION - REAL ESTATE AGENT CERTIFICATION

APIVIRTUAL, OFICIAL CERTIFICATION ,200H | 2024

### HUMAN RESSOURCES MANAGEMENT

FORMATIVE ACTION 50H FORMALBA | 2021

### STRATEGY OF SERVICES : QUALITY AND CUSTOMER ORIENTATION

ACCREDITED DIPLOMA 100H FESMC | 2020

### FUNDAMENTALS OF THE INTERNET MARKETING PLAN AND BLOG FOR BUSINESS COMMUNICATION

FORMATIVE ACTION 50H FORMALBA | 2018