



**ID-30584 Estefania**

**Sales | Training | Customer Service | Retail & Tourism**

21/01/1983 - Madrid

## WORK EXPERIENCE

**2017 – Currently Working**

**SIXT SPAIN**

**Regional Sales Performance Manager**

Sales – Coach – Training – Talent & Recruitment - AnaliBcs  
Development of Sales Teams for Madrid & Costa Blanca

**2016 – 2017**

**APPLE SPAIN**

**Specialist – Business Specialist**

Customer Service – Trainings  
Business Account development and support

**2016 – 2017**

**SAN ROMÁN Formación**

**Hospitality & Tourism Trainer – Hotel & CRM**

Review of Hotel Departments  
CRM Training (Bookings, Events and F&B)

**2015 – 2016**

**GESTION T3 – Holiday Inn**

**Corporate Account Manager**

Account Research and development (new business)  
NaBonal & InternaBonal Corporate Accounts and MICE segment

**2012 – 2015**

**D&F INTERNATIONAL**

**MarkeZng & Office Manager**

Event Planner – Hotel RepresentaBons

**MarkeZng & CommunicaZon Manager Los Monteros Hotel 5\***

VIPs Guest – Events  
Press & Radio CommunicaBon

**2011 – 2013**

**HILTON SPAIN & PORTUGAL**

**Sales Manager – Cluster Sales Office**

Research development of InternaBonal & NaBonal MICE Accounts  
RFP NegoBaBon – Corporate Accounts – Events - Workshops

**2010 – 2011**

**SILKEN HOTELS**

**MeeZng Business Sales ExecuZve**

Research and development of InternaBonal & NaBonal Accounts  
Events – Sales PresentaBons – Workshops

**2007 - 2010**

**MARRIOTT Int. GSA  
THE RITZ-CARLTON Int.**

**Account Manager**

Research and development of NaBonal MICE Accounts  
Sales PresentaBons – Trainer – Event Planner

**2006 - 2007**

**HILTON Int. Sales Office**

**Sales Coordinator Assistant**

Customer Service – MICE RFP – InternaBonal Group QuotaBons  
Sales Assistant – Booking Support – MICE Revenue Analyst

**2005 - 2006**

**WORLDHOTELS  
InternaZonal Sales Office**

**Sales & MarkeZng Assistant – MICE Department**

Sales Agent – Client Support – Sales PresentaBons  
Development of InternaBonal Group QuotaBons

## EDUCATION

2001– 2004	<b>Tourism Degree – U.N.E.D.</b>
2008	<b>Yield &amp; Revenue Management – SQT</b>
2009	<b>CommunicaZon &amp; AdverZsement – UBA</b> <b>Conflict ResoluZons &amp; CreaZvity – UBA Lab</b> <b>Sales Management – UBA Lab</b> <b>MeeZng Planner – UBA Lab</b>
2012	<b>MarkeZng &amp; AdverZsement</b> <b>Sales Management &amp; MarkeZng – CEIM</b> <b>Event Planner – CEIM</b>
Further EducaBon	<b>Técnicas de ventas</b> <b>Lider Coach</b>

## OTHER INFORMATION

Languages	<b>Spanish – NaBve</b> <b>English – High Level</b>
Systems	<b>OFFICE</b> <b>AMADEUS - SABRE</b> <b>CRM - PMS (Opera – Zoho – Salesforce – SAP – Cobra)</b>
Skills	<b>PresentaZons:</b> Product and trainings. <b>Sales Techniques (QualificaZon, customer service)</b> <b>Training Development:</b> Hospitality & Tourism Sales & Customer Service <b>Trainer Amadeus:</b> Hotel Training GDS
Workshops	<b>Speaker:</b> Hospitality & Tourism OrientaBon for Students <b>Customer Experience &amp; Sales Tecniques</b>

## COMPETIENCES

Results Oriented | Problem Solver | Planner & Organized  
Good Communicator | Customer RelaBons | Public Speaking  
NegoBaBon | New Business | Leadership & Strategy