



Yamila

GLOBAL ACCOUNTS SALES SUPPORT
SR. SPECIALIST



(Madrid, Spain)

PERSONAL DETAILS

Date of birth: 3 Jul 1990

Nationality: Cizitenship and
italian passport

SKILLS

Communication
Organization
Creativity
Problem Solving

SOFTWARE

Microsoft Office: Word, Excel,
Power Point, Outlook, Dynamics
365, Power BI
SQL (Structured Query Language)
SAP CRM
Google Adwords & Analytics
Google Drive

LANGUAGES

Spanish: **Native**
English: **Advanced I (C1)**

AWARD

Individual Excellence
January 2024 (Lenovo)

EDUCATION

**Universidad de Ciencias
Empresariales y Sociales**
Bachelor's in Marketing
2015 - 2020

Escuela Aeronavegantes
Tripulante de Cabina de
Pasajeros (TCP)
2016

**Colegio Parroquial
La Asuncion de la Virgen**
High school diploma
Bachelor in Social
Sciences and Humanities
2002 - 2008

WORK EXPERIENCE

Global Accounts Sales Support SR. Specialist

Lenovo | Jun 2023 - Apr 2024

- E2E ownership of all back-end operational matters for important multinational retail companies.
- Identify & implement process improvements to increase efficiency & effectiveness. Help develop top quality procedures and control check points to proactively find errors and gaps.
- Customers catalog creation and delivery using Lenovo's internal systems, as well as, maintaining catalog quality and improvement to ensure excellent customer service and customer experience.
- Provide advice to the business based on specialized knowledge and technical capabilities.
- Create WW and local country versions of products for transitions, NonStandard Offerings.
- Create and renew Multi Country and Regional quotation.

Global Accounts Sales Support and Operations Specialist

Lenovo | Dec 2019 - May 2023

- Creation of local country versions of customized products during product transition.
- Renewal of Multi-Country & Regional quotations.
- Customers catalog creation and delivery using Lenovo Bid Portal (LBP), as well as, maintaining catalog quality and improvement to ensure excellent customer service and customer experience. E2E ownership and troubleshooting assistance of any back-end operational matter raised by the account team.
- Identify & implement process improvements to increase the team efficiency & effectiveness. Help develop top quality procedures and control check points to proactively find errors and gaps.

Creative Director | Second-hand clothing entrepreneurship

@quepretende | Jul 2009 - Present

- Development and conceptualization of entrepreneurship.
- Selection and cultivation of the target audience.
- Design and aesthetics of sustainable clothing events.
- Clothing upcycling: Implementation and dissemination.
- Management and monitoring of social media.
- Promotion initiatives: creation and execution of campaigns.
- Interaction with suppliers and direct clients.
- Budget management and commission payments to suppliers.

Sales Executive

Delfau Ipecom | Jan 2018 - Dec 2019

- Support for the commercial management.
- Attention to wholesale channels (distributors).
- Preparation of sales reports.
- Inputting budgets and orders into the system.
- Corresponding invoicing.
- Planning and execution of marketing campaigns to generate audience.
- Organization of events for the presentation of new technologies in telecommunications.

Sales Assistant

Inflex - Argentoil S.A. | Jan 2017 - Dec 2017

- Support to the commercial management team
- Preparation and presentation of quotes to potential and existing clients
- Customer order tracking
- Order entry into the system (PRESEA) and corresponding billing requests
- Customer inquiry support
- Design, image and coordination of the institutional website
- Creation and management of social media content and email marketing campaigns
- E-commerce platform coordination
- Foreign trade: Comprehensive management of export and import processes, coordination of international logistics, communication with clients, suppliers, and customs brokers, and preparation and tracking of regulatory documentation.

Sales and RRSS Assistant

VGM Construcciones | Jan 2015 - Dec 2016

- Development of Promotional Operations: Acquiring new clients, presenting institutional folders, conducting mailings, and managing promotions. Implementing mailing campaigns for existing clients.
- Proposing and creating new events for product presentations.
- Social Media Management and Monitoring: LinkedIn, Facebook, Google+.
- Quoting and Tracking Potential Clients
- Design, Imagery, and Coordination of the Website

Administrative Assistant

GHI S.R.L | Dec 2008 - Jun 2009