

ID-58113 Xhilda



**Operations Manager & Multinational
Client Relations Expert**

Address: 28002 Madrid, Spain Birthday: May 15, 1992
Nationality: EU Spanish Passport

Summary

Sales and Operations with 6 years of experience in Customer Service, Operations Management and Sales in a multinational environment.

- Excellent communication and organizational skills, multi-tasking
- Fluent in English, Spanish, Italian and other languages

Aiming for a position where I could use my curious attitude and skills for further development. Willing to explore and adapt in a multicultural environment.

Core Strengths

Team Player
Detail-orientated
Customer Service
Results Achiever
Time Management
Quickly Adapting
Analytical Skills

PROFESSIONAL EXPERIENCE

OPERATIONS MANAGER | Groupe ARMONIA | February 2019 – Present

- Supported a +50 staff team to ensure smooth day-to-day receptionist service.
- Provided excellent customer service and complaint handling.
- Assisted Chief Operating Officer in crisis situations and awarded «Employee of the Year 2019».

ACCOUNT MANAGER | ECB Engineering Firm / Hutz&Posner | August 2018 – January 2019

- Negotiated contracts and closed agreements to maximize profits.
- Improved service levels bringing excellent reviews and built new key partnerships.
- Ensured the timely and successful delivery of our solutions according to customer needs and objectives.

SPAIN INTERNATIONAL ACADEMIC ADVISOR (Summer Job) | IMF Business School | June 2018 – August 2018

- Counseled and guided students with their respective Masters for their professional career.
- Provided excellent customer service and sales support.
- Constantly updated contacts and info in the CRM, maintained and organized files.
- Increased monthly sales by 10%.

TRADING FLOOR ADMINISTRATOR & EVENTS MANAGER (Bankrupt) | Learn To Trade | December 2017 – July 2018

- Participated at Trading courses and assisted with guest's orientation.
- Developed ideas for client's coordination.
- Resulted to a continuing cooperation for the following events.

INTERNSHIP | TALLY WEIJL Trading AG | February 2017 – April 2017

- Master thesis Project.
- Role development and quality of the e-commerce platforms in the Balkans.
- Supervised by Head of the E-Commerce & Digital Marketing.

SALES REPRESENTATIVE | Model Agency "19th Street" | September 2013 – June 2015

- Provided excellent customer service and sales support.
- Adapted fast and reduced time of daily procedures.
- Instructed and trained new staff to develop their sales skills.

Education and Further Development

- **Erasmus Exchange - Business Administration** | Waterford Institute of Technology | June 2013
- **Bachelor's Degree in Economics** | Sapienza University of Rome | December 2014
- **Swiss-European Mobility Programme - Economics** | Universität Freiburg | February 2017
- **Master's Degree in Business Management** | Sapienza University of Rome | October 2017
- **German language** intensive private courses

Technological skills

Computer Literate

Microsoft Office (Word, Excel, Power Point)

Proficient in Salesforce, Freematica, Outlook, CRM Zoho, HTML

Languages

German B1

English C2

Italian C2

Spanish Native

French A2

Albanian C2

Driver's license

Category B

References

Available upon request