

Marta Padilla

I'm an enthusiastic and motivated young person willing to find a job in London because this city offers so many opportunities to improve myself, grow as a person and learn new skills.

I've always been a reliable and very empathetic person. I like to put myself in the place of people and help them in everything I can, because I feel self-realized. Also I like the work well done, for that reason I usually focus on tasks until they are finished. Always with a smile.

Contact details:

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Work experience

Sept. - Dec. 2013: **Intern** (Tourist information department) **Company:** *City Council of Palma, Fundación Turismo Palma de Mallorca 365.*

- Managing social networks with events and tourism information.
- Providing virtual tourist information of Palma through phone and e-mail.
- Making newsletters.
- Organizing leaflets, selecting them depending on the needs of the clients and ensuring their availability in the office and requesting them to warehouse or directly to tourism companies.
- Using content management systems to maintain and update websites and internal databases.
- Liaising with staff in other departments and with external contacts.
- Sorting and distributing incoming post and organizing and sending outgoing post.
- Organizing and storing paperwork, documents and computer-based information.
- Photocopying and printing various documents.
- Receiving visitors and accompanying them to the meeting place.
- Reference available upon request.

Mar. 2012–Sept. 2012: **Waitress** **Company:** *Beach bar Balneario*

- Greeting customers as they arrive.
- Giving out menus and taking orders for food and drink.
- Serving food and drinks.
- Dealing with bill payments.
- Making sure tables are clean and tidy.

Jul. 2010 – Jan. 2011: **Shop assistant** **Company:** *GAME STORES IBERIA*

- Assisting shoppers to find the goods and products they are looking for and giving advice and guidance on product selection to customers.
- Being involved in stock control and management, stocking shelves with merchandise and receiving and storing the delivery of large amounts of stock.
- Answering queries from customers, deal with customer refunds and customer complaints.
- Being responsible for processing cash and card payments.
- Attaching price tags to merchandise on the shop floor and keeping up to date with special promotions and putting up displays.
- Looking after all aspects of the shop whilst the Retail Manager is away.
- Being vigilant at all times against theft, leakage and stock damage.

Education and training

- 2012 – 2013:** **Secretary superior technician (Vocational training)**
IES Sant Josep Obrer I
Included German, Communication and professional relationships, Preparation and submission of documents and information, Elements of law, Training and guidance, Data management, English, Service organization and secretarial work subjects.
- 2011 – 2012:** **Administrative management technician (Vocational training)**
CC Sant Antoni Abat
Included business communication and customer service, business and administration, training and work orientation, administrative operations of sales, processing of information and accounting techniques subjects.
- 2003 – 2009:** **High school** IES Sant Josep Obrer I
Humanistic and Social Sciences. High qualified in Administration, Mathematics and Artistic drawing.

Personal skills

Communication skills	LANGUAGE	Reading	Writing	Speaking
	Spanish	Native		
	Catalonian	Excellent	Excellent	Excellent
	English	Very good	Good	Good
	German	Basic	Basic	Basic

Organizational skills

- Working well as part of a team or group of people
- Working under pressure
- Ability to take decision and solve problems as they appear
- Willing to improve my learning and performance

Additional Information

- Non-smoker
- Initiative and a can-do attitude
- Motivated to learn as fast as I can