

# CARMEN DEL RÍO GARCÍA



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39 years old

## Multi-Skilled English Speaking Administrator, with web design skills

### Professional Profile

I hold a degree in Labour Relations and a strong administrative background with excellent customer services skills. Familiar to work within multinational environments.

I have achieved training in business administration and web design skills.

I am professional, confident, credible and an enthusiastic team player with a flexible "can do" attitude. I am able to adapt to a constantly changing business environment, self-motivated with ability to prioritise and execute tasks in a high pressured environment. I quickly pick up technology.

I am interested in continuing to develop my career within business administration and open to different sectors.

### Professional Experience

#### **Administrativa/Recepcionista – FELAC, Spanish Federation of Hospitality and Catering Equipment Manufacturers** (Barcelona. Mayo2015 - actualmente)

Organization representing the interests of the Spanish Hospitality Industry. It is made up of six business associations and over 135 member companies. Hired by Adecco ETT my main duties are:

- Dealing with all incoming calls and handle caller's inquiries whenever possible, re-directing calls as appropriate and taking adequate messages when required
- Update records in Access Databases
- Filing and any other general office tasks
- Administrative support to the export department (AFEHC): helping with the co-ordination of grouped participations at fairs and trade missions all around the world (Host'15, Gulfood'16, Ambiente'16, NRA'16)
- Administrative support to the press department: helping with Felac Innova magazine edition
- Administrative support to the accounting department

#### **Administrator / Student support assistant – ASEDEM Asociación Española de Empresas Multimedia** (Barcelona. February– August 2014)

Leading school focused on technology-oriented subsidised training. I was responsible for:

- Recruiting students, scheduling and classroom assembling
- Providing information and enrollment of students
- Document management in accordance with Foment Formació requirements
- Following up training activities and giving a response to the inspectors
- Administrative support to students and tutors
- Dealing with the day-to-day administrative tasks

## **Multi-skilled Administrator** – Lloyd's Register España, S.A. (Barcelona. October 2008-June 2012)

The Lloyd's Register Group is one of the world leaders in assessing business processes and products to internationally recognised standards. Working as a member of the Energy department within the Mediterranean District I was responsible for:

- Invoicing, troubleshooting and issuing monthly management reports
- Administrative support to Technical Staff
- Arranging business travel and accommodation requirements as needed. Managing visa process for members travelling abroad
- Preparing, recording a log and filing quotations and contracts
- Document management (technical dossier, H&S documentation...) in accordance with local business requirements and arranged deadlines
- Dealing with queries from internal and external clients both internationally and nationally

## **Administrator/Assistant to Manager** – Excelcare holdings Ltd. (Cambridge UK. May 2003-February 2005)

One of the leading care home groups in the UK, provides residential, nursing and specialist care to older people. Working as a member of the management team within Coronation Street Nursing Home I was responsible for:

- Administrative support to the Home Manager and Carers Team.
- Dealing with all incoming calls, re-directing them as appropriate and taking adequate messages when required
- Greeting visitors
- Attending meetings, taking notes and distributing the minutes to the relevant people
- Processing all the incoming and outgoing correspondence and recording a log
- Daily income and expenses tracking
- Cooperating with organizing the different shifts
- Reviewing timesheets and payroll
- Issuing weekly management reports
- Filing and any other general office tasks

## **Education & Training**

**DIPLOMA IN LABOUR RELATIONS.** Complutense University of Madrid (UCM). CSSJ. Ramón Carande. (1994-1997)

Digital Marketing (40hrs) IAB Spain. On-line (2014)

UX&UI Mobile Design (60hrs) Barcelona Activa, Cibernàrium (2014)

Web Design & Multimedia Programming (380hrs) CRITERIA (2014) - 100hrs internship at Metàfora ([www.metafora.org](http://www.metafora.org))

Multimedia Products Development (590hrs.) ASEDEM, Multimedia Spanish Association (2013) – 80hrs internship at Trayson ([www.trayson.es](http://www.trayson.es))

Achieved training in business administration, accounting and data processing areas

### **Languages:**

- Spanish: Native Language
- English: advanced level, spoken and written
- Catalán: Basic level spoken and written with high understanding

### **Computing:**

Experience of the following computing programs

- Office: Word, Excel, Access, Power Point, Outlook Express, Adobe Acrobat
- Management Systems: J.D. Edwards
- Graphic Design: Adobe Photoshop CS6, Adobe Illustrator CS6, Adobe InDesign CS6
- Web Design: HTML5/CSS3, JQuery, Bootstrap, Adobe Dreamweaver CS6
- CMS: WordPress, Joomla, Prestashop