

Cristina Alonso Marcos

Multilingual customer service

W: <http://www.worky.com/cristina-alonsomarcos>

Dynamique, proactive, organisée, bon relationnel, sens de l'écoute et de la responsabilité.

Cristina Alonso Marcos's Professional Experience

2011 - 2012 **Interfaceflor - Sales Support Administrator**

- Provide commercial information and sales support for Spain and Portugal
- Manage and coordinate information with production scheduling
- Prepare sales measurements and daily reports
- International transport managing

Key Skills Customer Service, Transport

2011 - 2011 **AHK Solution - Marketing Assistant**

- Customer prospecting
- Promotional campaigns planning
- Create and update a competitive intelligence data base
- Conceive sales documents and newsletters
- Product outsourcing from China
- Samples handling

Key Skills data, promotional

2008 - 2011 **Citadines Prestige Les Halles Paris - Front Office Manager**

- Supervise and improve customer service
- Manage a team of twelve people
- Implementing new work procedures
- Recruitment and training of new front office team members
- Yield management, budget monitoring
- Coordinate services with housekeeping and technical department

Key Skills Animation, supervision

2007 - 2008 **Citadines tour Eiffel - Accountant Assistant**

- In charge of accounts receivable and accounts payable
- Month end closing and provisions for liabilities and charges
- Supply management

2006 - 2007 **Citadines Tour Eiffel - Receptionist**

Desk attendant
Monitoring incoming bookings
Room planning managing
Customized trips organising

Cristina Alonso Marcos's Education and Qualifications

2012 **Masters/PostGrad - International Trade and Business**
University of Paris XII

2005 **Bachelor/Degree - Translation and Interpreting**
University of Granada (Spain)

Cristina Alonso Marcos's Additional Information

Links

Linkedin Profile - <http://ie.linkedin.com/pub/cristina-alonso-marcos/62/a46/951/en>
