

Manuel GARDENES

Customer Service / Trainer / Quality professional - Gorey,
Ireland

W: <http://www.worky.com/manuel-gardenes>

Hereby I do forward a brief focus of my potential:

As “In-Company Trainer”, “Quality TECHnician” & “Customer Service”
nowadays living in GOREY;
interested in ref. profiles...

Within Training plus Aviation environment,
focused know-how on International Standards
related to Customer Attention, Customer Care, Customer Satisfaction, CRM...

Expert on Quality & ORGanisation INTernational STANDarDs...

Transcultural profile:

English education, Irish family, French culture and Catalan origin,
so English, Spanish, French and Catalan spoken fluently...

Motivation:

Relocate PROfessionally within the security of an in-house role
targeting “Trainer, Quality or Customer Service multilingual profile”...

Manuel GARDENES's Professional Experience

2011 - 2011 **American Airlines - Customer Service**

Position: “Multilingual Customer Service & Sales Representative” reporting to Reservations
Manager... (Ref available).

Responsibilities:

- Deliver high level Customer Service handling queries from customers within contact centre environment.
- Identify customer's requirements and offer personalized service on each contact.
- Actively sell product at every opportunity; quoting fares, schedules, reservations, 3rd party codeshare...
- Handle queries from frequent flyer programme including reservations plus account queries.
- Ensure all workload handled in a complete and accurate manner.
- Provide effective problem solving when dealing with Customer Service issues.
- Provide appropriate Customer Service support for customers with special requirements or needs.
- Respond to customer queries relating to navigational and website issues (Web NAV).
- Proactively keep updated on product and market updates, technology enhancements, tooling, systems available...
- Assist with overflow calls from other departments within the centre as required (MAXIMAX Dpt.).

Key Skills Customer Service, Customer Service, NAV, Reservations

2005 - 2010 **QuantumBcn - In-Company freelance Trainer**

Position: “In-Co. Trainer” on Quality & Organisation International Standards... (Ref available).

Responsibilities:

- Training on Quality & Organisation International Standards, such as ISOs... (Q & ORG INTL STD).
- Training on Customer Service, customer attention, customer fidelity, customer relationship management (CS/CRM).
- Training on Corporate Social Responsibility, Cooperative Social Responsibility... (CSR, COOP SR).
- Training on Social Balance (SB), Anti-Corruption Training (ACT), Social Currency models...

- Training on management skills, X-culture, Emotional Intelligence, Game Theory, Decision Making, Tree Analysis, ...

Achievements:

- 75% average high-performance respecting Customer Satisfaction surveys (HI-PERFO).
- Design & Development of most Training programmes in English.
- Design & Development of QUANTUMBCN's promotional CD.
- Authorship of pre-diagnosis and diagnosis tests tailored to organisation's needs.
- Authorship of customized checklists respecting International Standards compliance (INTL STD).

Trainer professional tooling selection:

- Anti-Corruption Training (ACT), Coaching, Corp. Social Responsibility (CSR), Gaming tools (GAM) H&S, ISOs, KPIs, Organisation Standards (ORG STD), Performance evaluation (PERFO EVAL) Plan Do Check Act (PDCA), QMS, QC, SWOT, Social Balance, TQM, Train The Trainer (TTT)...

Key Skills Customer Service, CRM, CSR, Customer Service, KPIs, promotional, TQM, Trainer

1999 - 2005 **Siemens (Spain) - Quality Technician**

Position: "Quality Technician" respecting manufacturing Quality Control plus ISOs... (QC & ISOs).

Responsibilities:

- ISOs Quality Control (Quality, Environment, H&S...).
- European Approvals management (EU MKG).
- ISO audits, process plus procedures control (PR & PROC Ctrl.), X-cultural link...

Achievements:

- Full implementation plus maintenance of Quality & Environmental ISOs (ISO 9001 & 14001).
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Manuel GARDENES's Education and Qualifications

2009 **Certificate - Private rating**
Catalan Self-Starter Service

1998 **Certificate - CPE rating**
Cambridge University

1995 **Bachelor/Degree - Aviation rating (IMC), Aviation**
Civil Aviation Authority (London)

1995 **Diploma - IMC & RT ratings**
Civil Aviation Authority (London)

1995 **Higher Diploma - Instrument Flight & Radiotelephony**
Civil Aviation Authority (London)

Technical knowledge on Aviation International Standards,
knowledge on Quality and Organisation Intl. Standards,
Chess Arbiter, Chess player with international ranking...

1995 **Bachelor/Degree - Aviation rating (IMC), Aviation**
Civil Aviation Authority (London)

1993 **Bachelor/Degree - International Radiotelephony rating, Aviation**
Civil Aviation Authority (London)

1993 **Bachelor/Degree - International Radiotelephony rating, Aviation
Civil Aviation Authority (London)**

1992 **Diploma - Finance rating
DEUSTO**

1986 **second level/high school education -
High School BCN**

Manuel GARDENES's Certificates

05 Apr 2012 **How to Communicate Using Skype**

05 Apr 2012 **WordPress - Blogging Tool**

05 Apr 2012 **Introduction to PowerPoint 2007**

05 Apr 2012 **Introduction to Word 2007**

Manuel GARDENES's Additional Information

Links

XES - <http://www.xes.cat>

Blog - <http://rathmineschessclub.wordpress.com>

Linkedin Profile - <http://www.linkedin.com/pub/manuel-gardenes/31/574/335>

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Languages

English - Fluent

Spanish - Fluent

French - Fluent

Catalan - Fluent

Interests

Chess, Social Economy, Artificial Intelligence, Strategy...

Memberships

Rathmines Chess Club = <http://rathmineschessclub.wordpress.com>

Dublin Food Cooperative = www.dublinfood.coop

XES = Solidary Economy Network = www.xes.cat

Awards

- Intl. Chess player

- Playing Irish Team Champ. at top level...
