

MARCELA VALDEZ RAMÓN

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QUALIFICATIONS

- 10+ years customer service experience
- Strong critical thinking skills (logistics, event planning/exhibitions)
- Proficient with Microsoft Office (Word, Excel, PowerPoint), social media (Instagram, Facebook)
- Culturally sensitive with international business expertise
- Fluent in Spanish (native) and English; conversational in French

EXPERIENCE

Alfombras y Tapices Polanco SA. (Interior Decoration Company)

Store Manager

Veracruz, Mexico
August 2008-September 2015

- Created spreadsheets and managed databases
- Developed management strategies and put them into action
- Provided customer service, including budget and décor proposals for prospective customers
- Followed up with customers after home visits to provide an estimate for products and services
- Prepared and scheduled monthly meetings including reports

Open Events Group SL

International Events Organizer

Barcelona, Spain
December 2007-July 2008

- Served as workshop coordinator and provided administrative support at conference events
- Prepared and mailed information packages to “Cosmobelleza 2008” fair participants
- Promoted “Barcelona Harley Days” 2008 by making phone calls to leads
- Provided day-of logistics support and customer service to event participants
- Used scanners, photocopiers and phone systems

Grupo Bimbo, S.A.B. de C.V.

Supervising Sales Analyst

Monterrey, México
July 2005-July 2007

- Analyzed and provided information to supervisors to facilitate pursuit of sales goals
- Created sales indicators and statistics reports; developed sales growth charts
- Arranged monthly meetings, handled information requests to managers/directors
- Organized files, documents and records

EDUCATION

MiraCosta College

Certificate of Achievement in Marketing and Social Media for Business

August 2016-May 2017

Instituto Tecnológico de Estudios Superiores de Monterrey (ITESM) May 2005

Business Management Degree with a concentration in “Services Administration”

Honors: Graduated with marks for Scholastic Excellence (Honors)

Study Abroad: École Supérieure de Commerce. Rouen, France

January 2004-May 2004

International Exchange Program: Master of Franchises

Universitat de Barcelona in Barcelona, Spain

October 2007-July 2008