CAROLINA PEREZ

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**Personal Information**

▪ NATIONALITY: Spanish ▪ DATE OF BIRTH: 29th Nov 1978 ▪ MARITAL STATUS: Single

**Profile**

Since graduating from university, I have acquired a broad commercial experience which includes working in administration, translation and customer service across various business sectors. I have good Microsoft Office skills, covering the entire suite of applications (Excel, Word, Access, Outlook, PowerPoint, MS Project), including some macro knowledge. I have strong business skills such as providing a high quality of customer service, excellent organization skills, fluency in a number of languages (English, Spanish, Catalan and Italian), having a meticulous attention to detail and working well both within a team and as an individual. I am adept at problem solving and I am always well presented, reliable and professional in all positions of employment. Having worked throughout Europe, I feel I can adapt very well to new environments. To further my career and improve my finance knowledge, I have recently studied and successfully passed the first stage of the IAQ qualification from the Chartered Institute of Securities and Investment (CISI) in London. I intend to continue to develop my career as a Translator.

**SKILLS and training**

* CISI Introduction to Securities and Investment certificate (passed 6th January 2011)
* I have the following language skills: Spanish (Native), Catalan (Native), English (Fluent), Italian (Fluent), French (Intermediate)
* I am able to use the Microsoft Office suite (Excel, Word, Access, Outlook, PowerPoint, MS Project) at a proficient level

**EDUCATION**

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* I graduated with a degree in Tourism from Escuela Superior de Turismo de Baleares in June 2000
* I passed the COU qualification at the age of 18 (equivalent to 3 A-levels in the British education system)

**proffesional EXPERIENCE**

**ACM Service SLU, Mallorca, Spain – Administrative Assistant and Translator** Dec 07- Aug 08

ACMis a company dedicated to the aeronautic maintenance of several Spanish airlines, such as Spanair, Futura and Iberia, and has a laboratory in Palma, Mallorca, which is used to calibrate the pressure of manometers and oxygen cylinders for these companies. My responsibilities included client invoicing, approving sales orders, maintaining and keeping contact lists in the company’s business system, report generation and provision of other management information and other general administration support. I also updated any staff expenses in the accountancy system, placed orders for different products and materials using the company purchase system, liaised with customer and providers, prepared PowerPoint presentations and coordinated and arranged meetings and travel for staff within the organization. A key part of this role also required translating documents received from our clients or providers from English, German, French, Italian into Spanish or Catalan, or vice versa.

**Cooperativa de farmaceuticos de Baleares SCL, Mallorca, Spain - Administrative Assistant and Translator** Jul 06-Dec 07

Cooperativa de farmaceuticos is a company dedicated to the provision and transportation of pharmaceutical, dietetic, homeopathy and orthopaedic products to chemists, having bought them from providers such as Bayern and GlaxoSmithKline. Working in the finance department, my responsibilities included placing client and suppliers’ invoices into the company’s invoice system, daily reconciliations to verify that the bank statement sent for withdrawals, cheques and payments were correct and that there weren’t any discrepancies between this and the company’s accountants system. I was also responsible for preparing meetings for senior managers and the “President” (CEO), organization of corporate events, updating managers’ and the president’s agenda, and arranging appointments for them with clients or providers.

**M.V. Estudios de opinion, Mallorca, Spain- Translator** June 2000 - Nov 2000

M.V. Estudios de opinión is a company specialised in quality stuides of a wide range of hotel chains. Working in the translation department, my responsibility was translating documents from English, French and Italian into Spanish.

**additional EXPERIENCE**

**Asesor de Padres**, Alicante, Spain **Sales** July 2010 - Oct 2010

**Felix Marketing**, London, UK  **Sales** June 2009 - July 2010

**Café in the Gardens**, London, UK **Receptionist** Feb 2009 - Apr 2009

**Sale e Pepe Restaurant**, London, UK **Receptionist** Sep 2008 - Nov 2008

**Diana Promociones S.A.**, Mallorca, Spain  **Promoter** May2003 - Jul 2006

**Viajes Marsans**, Mallorca, Spain **Travel Agent** Aug 2002 - Mar 2003

**Viajes Halcon**, Mallorca, Spain **Travel Agent** Nov 2000 - Aug 2002

**M.V. Estudios de opinion**, Mallorca, Spain **Translator** June 2000 - Nov 2000