

IDOIA ANDUEZA



PROFESSIONAL
COMMUNICATOR|TRANSLATOR
ENGLISH-SPANISH/SPANISH-ENGLISH

PROFESSIONAL PROFILE

-Journalist with a **C2 level of English after 5 years living in the UK**, with quick, smooth, direct and engrossing style. Able to provide **accurate and fast translations**.

-As a **fast eager learner with initiative and adaptability**, I am capable of **generating content for different sorts of businesses**.

-**Organised, methodical and constant** hard worker that never fails to meet a deadline. **Responsible and committed**.

WHAT CAN I OFFER?

-CREATIVITY:

- Engrossing style regardless of the topic and objective

-INITIATIVE:

- Proactivity for research
- Why not attitude

-FLEXIBILITY AND EMPATHY:

- Good connecting with people
- Always considering other's viewpoints

-CONSTANCY, ORGANISATION, AUTONOMY

- Jobs done prior deadline
- Autonomic cluster worker awarded by managers

-PERSUASION AND LEADERSHIP

- Coordination and delegation of tasks
- Team player
- Training
- Good providing solutions

-FAST LEARNER

- Adaptability to change

-BUSINESS VISION

- Right decisions based on revenue targets

LANGUAGES

- **English: C2 Level. CPE** (Certificate of Proficiency in English by the University of Cambridge). 5 years living in the UK.
- **French: B2 Level.** Delf certificate.
- **Spanish: Native.**
French: B2 Level. Delf c

LAST WORK EXPERIENCE

Administrative in London

- Cluster employee for three **Hilton** hotels (2017-2021)

- 2018-2021. **Cluster Groups Coordinator.** Responsible of organising group bookings for three hotels.

-**Enquiries:** Replying to enquires offering appropriate rates and terms and conditions according to Sales and Revenue objectives.

-**Following up offers:** Give time to clients to consider offers improving them when necessary. Take control of the upcoming groups so as to avoid problems.

-**Contracts, deposits and rooming lists:** Drafting contracts, taking deposits when required and imputing names on the system with correspondent bill instructions.

-**Instructions:** Liaising with Reception and Food and Beverage Dpts to customise stays. Giving instructions in order to provide a perfect experience without problems in the bill.

-**Final bills:** Make sure that upon check out no bill is outstanding. Send invoices and report my revenue results.

-**B2C and B2B:** Providing solutions to requests and complaints from clients and agencies.

- 2017-2018. **Cluster Reservations Agent** making individual bedroom reservations for three hotels.

-**Enquires:** Coming back to them with the correspondent rate and terms and conditions.

-**Bookings and billing instructions:** Imputing reservations manually on the system and updating the automatic ones with the appropriate billing instructions and other special requests.

-**Customer care.** Dealing with complaints and requests.

LAST ACHIEVEMENTS

-Bringing **regular business** understanding real needs by an effective communication.

-**Resolving difficult situations** with good communication skills and persuasion.

EXPERIENCE AS COMMUNICATOR

As a journalist and community manager

- **Recent collaborations (2021).**

- Set Scoliosis Straight web-blog.
- Magazine Al Revés Soto Lezkairu.

- **The Big Picture (From 2012).** My personal blog where I write about my life experience and my viewpoints
- **International Press Office website (2015).** Online coverage of Sanfermines. Stimulating its communities on Facebook and Twitter.
- **Movernos Orthopaedics's blog (2013-2017).** Publishing news related to disability. Advertising its products on Facebook and Twitter. Customer care.
- **Appstonic digital apps's magazine (2012-2017).** Publishing articles and reviews.
- **ShBarcelona State Agency's website (2012-2016).** Writing articles about Barcelona.
- **Diario de Noticias de Navarra.** Local newspaper (2008-2012). Writing local, national and international articles about Economics, Politics and traditional events.

IT PROFESSIONAL TOOLS

- **MeCat**
- **Office package:** World, Excel and Power Point.
- TeamWork, Teamviewer.
- Adobe: Indesign, Illustrator
- **Wordpress, Blogger.**

WHERE TO FIND ME

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TRAYECTORY AS ADMINISTRATIVE IN LONDON

- **Courthouse Hotel (2017) as a Receptionist and Reservations Agent** in a five star hotel.

- Check ins and Check outs.
- Providing information when required.
- Making cinema and bedroom reservations.
- Updating billings instructions and settling bills.
- Customer care.
- Upselling extra services.

- **City Continental Kensington Hotel (2016) as a Receptionist** in a three star hotel

- Receptionist's tasks:** Check ins, check outs, customer care, settling bills and provide touristic information.
- Reservations:** Making all bedroom bookings manually ensuring billing instructions are correctly indicated.
- Guest relations:** Managing bookouts and providing satisfactory solutions to complaints with no manager support and no previous experience.
- Supervision:** Training and guidance to new colleagues and coordination of tasks.
- Manager assistance:** Preparing reports and making important decisions such as relocation of guests.

EDUCATION

- **Bachelor in Journalism.** 2011. Universidad de Navarra
- **Community Manager & expert in Social Media.** 2014. Universidad de Deusto
- **Master Digital Journalism.** 2014. Universidad de Alcalá de Henares