




MARIA GARRIDO

Customer service & management

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-  SPRING, TX (US)

Passionate about commercial activities and customer service. I define myself as a curious person with the desire to continue growing.

"Live as if you were to die tomorrow."



WORK EXPERIENCE

ASSISTANT MANAGER

Dirty Dough, Spring (TX, US) | 2023 - Present

My first job in the US, I started as a shop assistant, and after two months, I was promoted to assistant manager due to my good performance. I am responsible for overseeing the store and ensuring it is in excellent condition at all times. Additionally, I conduct inventory and place the new weekly order. I ensure excellent customer service and that the cookies are baked and decorated properly.

OFFICE MANAGER

Juan Dacosta Real Estate, La Antilla (Huelva, Spain) | 2020- 2023

I worked hand in hand with the owner, so I was in charge of customer service, web graphic design, CRM management, visits with clients to homes, acquisition of new homes for sale, and the completion of purchase and sale contracts. During the summer season, the rental of vacation homes was carried out, as well as the entire process from booking to the customer's check-in and check-out. I had three people working under my supervision.

SUPERVISOR

Ben's Cookies, Bath (UK) | 2019 - 2020

I started working in my first two months as a shop assistant, and I was promoted to supervisor. The work I did ranged from the manufacturing of cookies to their sale. In addition, I supervised my colleagues, handled daily billing, and ensured that customer service was excellent for our clients.

FORMACIÓN



HIGHER STUDIES IN TOURIST ACCOMMODATION MANAGEMENT

Ilerna Online | 2023 - Present

DOUBLE MASTER DEGREE IN EVENT ORGANIZATION + WEDDING PLANNER

ESNECA FORMACIÓN | 2020 - 2022

BACHELOR OF TURISM AND LEISURE

University of Jaen (Spain) | 2013 - 2018

SKILLS

- Team management
- Problem resolution
- Commercial spirit
- Agility with results

SOFTWARE

- CRM
- Excel, word...

LANGUAGES

- Spanish | Native
- English | Certificate B2
- French | Certificate B2