

## **PALOMA SANCHEZ OTERO**

Tipo de Residencia: IR1 (Green Card)

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### **PROFESSIONAL SUMMARY**

I am a business operations manager with more than twenty years of experience and broad, international exposure. My diverse background and roles have prepared me to take on any challenge with an upbeat, flexible demeanor while addressing a variety of audiences. A life-long learner, I strive for continuous improvement while prioritizing my customers.

### **WORK EXPERIENCE**

**Customer Service Leader** – Vodafone / Madrid (Spain) – June 2010 – May 2022 • Leveraged sales expertise to promote products and capitalized on upsell opportunities. Resolved concerns to retain and drive sales. • Achieved long-term business objectives by analyzing customer feedback for process improvements. • Addressed customer complaints and mitigated dissatisfaction by employing timely and on-point solutions. • Used value propositions to guide purchasing decisions.

**Warehouse Manager.** Hotel Abba Triana. 2011: Head of purchasing, supplier management and inventory

**Distribution and Membership Department.** Fundación Aisge, Regions of Andalucía, Extremadura and Canarias, 2007- 2009: intellectual property rights of actors and theater directors.

**Sales and Human Resources Manager.** Teamdrago 2000 SL., 2006.

**Sales and Administration.** Marea Grande SL., 2005- 2006.

**Office Manager.** Instalaciones Agustin Mateo SL., 2005.

**Office Manager** – C.L.C. Constructions / Madrid (Spain) – June 2004 – June 2005  
Maintained primary relationship accountability for clients, overall servicing responsibility and client satisfaction to maximize profitability of client relationships. • Hired, managed, and trained staff, established and monitored goals, performance reviews and salaries.

**Operations Department.** Seguros Atocha SA. 2000- 2004: Led administrative and economic relations with the delegations of Andalusia and the Canary Islands

**Sales Representative** - Dunraven Arms Hotel / Limerick (Ireland) – March 1999 – June 2000 • Assist clients in selecting the most appropriate service that best meet their specifications and needs. • Conduct price negotiations with suppliers.

**Office Manager.** Aurosol S.L. 1997.

**Office Manager.** Correduría de Seguros JOSADY. 1995- 1996. Administrative functions such as management and control functions

**Office Manager.** Tecnimaster S.A. 1989- 1995: Communicated with department

heads, relaying important information or policy changes from upper management and implementing incentives to enhance employee productivity.

**Office Manager.** Compañía de Seguros Nacional Suiza Orión. 1988. Legal and administrative responsibilities for the office.

## **EDUCATION**

Bachelor's in Law – Complutense University, Madrid, Spain

Master's in Economy and Entrepreneurship, Universidad de Sevilla, Spain

MBA, The Power Business School, Spain

## **SKILLS**

Customer service; Quality and Environment Assurance; MS Office suite; Accounting and Fiscal Law

## **LANGUAGES**

English: Proficiency level; Spanish: Native level