



## CONTACT

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## TRAINING

- + **Advanced vocational training in sales management and marketing** - INS Prat, 2011
- + **Intermediate vocational training in care for dependent people** - INS Prat, 2004

## OTHER COURSES

- + **Marketing 2.0**  
(100 h) Classroom 2, 2020
- + **Sales process**  
(60 h) Classroom 2, 2019
- + **Sales strategies**  
(60 h) Estudio@, 2009
- + **Cultural management**  
(80 h) ISC, 2005

## ICT SKILLS

- + **Mastery of Excel and Access**
- + **Mastery of PowerPoint**
- + **Web design**

## LANGUAGES

- + **Spanish:** Native
- + **Catalán:** Level C
- + **English:** First Certificate
- + **French:** 2nd year Of. Language School

# PAULA FERRAN BLANC

## SALES PERSON

Experience in **sales** in a variety of sectors. Understanding customers is the key to offering them the right service or product.

## EXPERIENCE

### SALES

**Sales person** — *V.D. electronics, 2018-2024*

- + Analysing and prospecting the potential market and detecting customer needs
- + Designing the sales strategy
- + Providing information and advice to customers

**Sales agent** — *Audiovisual Tram, 2013-2015*

- + Processing the necessary documents and providing follow-up as part of the after-sales process
- + Resolving potential complaints
- + Customer loyalty and maintenance

### SOCIAL CARE

**Health and social care assistant** — *Day centre, 2015-2018*

- + Caring for users with disabilities
- + Activity planning
- + Assisting with medication administration

**Monitor** — *Soup kitchen, 2004-2011*

- + Organising the dining hall and preparing materials
- + Attending to people during meals
- + Cleaning and preparing the space for each meal

### CULTURAL MANAGEMENT

**Receptionist** — *Picasso Foundation, 2012-2013*

- + Providing customer service in person and over the phone
- + Monitoring the activity calendar
- + Organising and supervising exhibitions

**Usher** — *Sol Theatre, 2003-2004*

- + Assisting theatre-goers
- + Finding seats and clarifying queries
- + Checking and closing spaces



Ajuntament de  
Barcelona

