



CONTACT

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08012 Barcelona

TRAINING

- + **Advanced vocational training in administration and finance**
Sant Martí Secondary School, 2015
- + **Intermediate vocational training in administrative management**
Sant Martí Secondary School, 2013

OTHER COURSES

- + **Website design**
(60 h) Barcelona Activa, 2022
- + **Assertive communication**
(30 h) IDFO, 2019
- + **Conflict resolution**
(20 h) ISEP, 2018

ICT SKILLS

- + **Office:** advanced
- + **Contaplus:** high
- + **Photoshop:** intermediate
- + **Dreamweaver:** intermediate

IDIOMAS

- + **Spanish:** native
- + **Catalan:** nivel C
- + **English:** first Certificate
- + **French:** intermediate (currently in 3rd year at the Official Language School)

ANDREA BLAS PÉREZ

ADMINISTRATIVE ASSISTANT

Extensive experience as an **administrative assistant** carrying out tasks in the area of **customer care management**. My aim is to work efficiently while developing my knowledge and skills. I believe that satisfaction from a job well done is essential.

EXPERIENCE

ADMINISTRATIVE ASSISTANT

Cyber Classroom Training, 2020-2024

- + Providing information to customers and teachers
- + Managing documents
- + Planning calendars and booking classrooms
- + Keeping the website and online platform up to date
- + Managing and resolving complaints and incidents
- + Updating the database

RECEPTIONIST

Studies and Training Centre, 2015-2020

- + Providing customer service in person and over the phone
- + Creating promotional materials
- + Managing files and processing orders
- + Assisting with administrative tasks

COMPETENCIES

- + **Customer orientation**, in analysing specific demands from students. Finding information tailored to their needs and providing advice.
- + **Organisation and planning** of teachers' agendas. Monitoring materials and space requirements.
- + **Teamwork**, integrating information from different departments and with supervisors to ensure successful incident resolution.
- + **Empathy**, to understand customers' demands and concerns and thus provide the information they need.
- + **Communication**, adapting information in the materials and the language used to make them easier to understand.
- + **Initiative**, in proposing different filing systems and organising databases.



Ajuntament de
Barcelona

