



Angel Altadill Gonzalez

Customer Service Specialist and
Global MBA Student

Contact

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Berlin

About Me

I'm a customer service professional and Global MBA student, skilled in client relations and problem-solving. Currently expanding my expertise in business and events management, I'm eager to contribute and grow in dynamic environments.

Skills

- Professional customer-service skills
- Event Planning Volunteer (BSBI University, Berlin)
- Leadership skills
- Microsoft Office and Excel knowledge
- Project Management
- Social Media skills

Education

- Bachelor of Business Administration and Management**
UOC (Universitat Oberta de Catalunya) 2024 - present
 - Strategic Management
 - Financial Analysis
 - Leadership and Team Management
 - Marketing Strategy
- Sports and Education Professional Formation**
Institut Pere Alsius - Banyoles (Spain) 2020 - 2022
 - Sports and Coach training
 - Physical training
 - Team leadership
 - Event Planning

Experience

- Delivery postman** September 2023 - September 2024
DHL POST, Berlin
 - Delivering letters, packages, and other mail items
 - Processing and organizing daily mail
 - Operating and maintaining delivery vehicles.
- Hotel receptionist** October 2022 - September 2023
ByPillow Hotel - Girona (Spain)

Carrying out check-ins and direct attention and resolution of doubts and possible conflicts of customers during day and night shift.
- Night security** June 2022 - August 2022
El Delfín Verde Camping - Costa Brava (Spain)
 - Conducting regular patrols and ensure safety.
 - Responding promptly to alarms and incidents, providing assistance to guests and staff.
 - Monitoring surveillance equipment-
- Waiter** May 2021 - August 2021
NOMO Sushi - Costa Brava (Spain)
 - Welcoming guests, presenting menus, and providing detailed descriptions-
 - Serving food and drinks with attention to detail and ensuring a high standard of presentation.

Languages

- Spanish - Native
- Catalan - Native
- French - Native
- English - Professional (B2)
- German (A2)

References

Marian Hernandez
(ByPillow Hotels Manager)
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