

# MARTA RAMIREZ VAQUERO

## Contact

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## Skills

- **Ethical mindset**
- **Multilingual communication**
- Incident resolution & adaptability
- CRM & QA
- Basic **Web Development**
- Cultural localization
- Process improvement

## Tools

- Wordpress
- Trello
- Notion
- Google Workspace
- Slack
- HubSpot

## Languages

- **Spanish: Native**
- **English: Bilingual**
- French: Intermediate
- Chinese: Intermediate
- Catalan: Intermediate

## Summary

**Customer Experience, QA, and Multilingual Support Specialist** with over 5 years of experience, dedicated to **enhancing processes**, ensuring **service quality**, and building trust-based relationships with international clients. Passionate about ethical and sustainable technology, I combine **technical skills, language expertise, and a customer-first mindset** to drive continuous improvement and positive social impact.

## Professional Experience

11/2024 – 03/2025: Fourthline, Barcelona, Spain – **KYC Data Analyst**

- Daily document auditing with **99% quality control accuracy**.
- **Coordinated discrepancy resolutions** with internal teams, improving processes and user satisfaction.

2023 – 2024: Freelance – **Content Localization for AI**

- **Linguistic and cultural adaptation** of AI content, ensuring **clarity and quality** for international projects.
- Delivered projects under pressure while applying the best **quality assurance standards**.

2020 – 2022: Syra Coffee; Barcelona, Spain – **Barista**

- Direct **customer service and incident resolution**, achieving a 30% increase in client satisfaction.
- **Optimized internal processes** and collaborated on inventory management.

2019: **Sabbatical Year** – International travel (Taiwan, Vietnam, Cuba, Philippines)

2017 – 2018: Taylor Street Baristas; London, UK – **Senior Barista**

- Managed daily operations and **proactively resolved incidents** in a high-demand **international environment**.
- **Trained new employees** in service protocols and **customer experience standards**.

2016 – 2017: Crepeaffaire; London, UK – **Coordinadora de Equipo**

- **Coordinated** teams in fast-paced environments, **optimizing service times and quality**.

## Education

2024 – Present: Linkia FP

### Vocational Degree in Web Development

- Java, PHP, HTML, CSS, SQL, JavaScript...

## Values

- **Social impact**
- Authenticity
- **Sustainability**
- Empowerment
- Cultural diversity

## Interests

- Conscious travel
- International cuisine
- Reading
- Dancing (salsa)
- Coffee

2014 – 2015: City University London; London, UK.

Master's Degree in Literary and Audiovisual Translation

2010 – 2014: Universidad Pontificia de Comillas; Madrid, Spain.

Bachelor's Degree in Translation and Interpretation (English and French)

- 2011: Erasmus exchange in Lille, France

## Additional Training

2022: Online Marketing Courses (HubSpot, Barcelona Activa)

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## Personal Project

2025 – Present: A Coffee & A Story – **Founder**

- Web platform **empowering coffee farmers through website building**, digital tools, and conscious marketing.
- Focused on **promoting technological independence** and economic **sustainability** for rural communities.