

ALBERTO SÁNCHEZ CARRASCO

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<https://www.asc-atencionalcliente.com>

- Customer Service and Consultative Sales Professional: Multi-channel Customer Service - Problem-Solving - Order Management - Customer Relations Management.

- Team Leader: Teams Support&Management towards Excellence.

Customer-centric Culture, Analytical Mindset, and Results-Driven.

Commitment: Helping Companies strengthen Loyalty, improve Retention, and boost Sales.

EXPERIENCE

JUST EAT SPAIN (2022 - 2024)

Senior Customer Service Advisor

Spain, Madrid

- Multi-Channel Customer and Restaurant Service for daily order flow. Problem-Solving and information requests. Telephone, Live Chat, Email, Web Forms.
- Back Office: Creation of menus on system files. Administrative changes such as contact information data and changes to Restaurants billing accounts.

Achievements - Best rated by Customers (CSAT) 100% and Internal Quality (QA) 100%

LLAMAYA - MASMOVIL (2019 - 2021)

Customer Service Agent

Spain, Madrid

- Telephone Customer Service for mobile phone services and internet packages.
- Problem-Solving, phone plans renewals, online top-ups.
- Mobile data APN set up.
- Advising phone plans upgrades based on Customer Needs.

Achievements - Exceeding Customer Satisfaction (CSAT) and First Contact Resolution (FCR) KPIs.

LYCAMOBILE UK LIMITED (2015-2018)

Customer Service Advisor

England, London

- Telephone Customer Service for mobile phone services.
- Problem-Solving. Online top-ups.
- Mobile data APN set up and assistance with User application management.
- Advising international calling packages.

Achievements - Highest Customer Rating (CSAT) 100%. Highest upgrades rate.

THE ZETTER HOTEL (2013-2015)

Guest Experience

England, London

- Customer Relationship Management. Improving stays and meeting expectations.

SERVENTA VENDING (2011-2012)

Logistics and Distribution Admin

Spain, Madrid

- Order Management for fresh produce (sandwiches) for branches nationwide.
- Soft drink Management (Coca-Cola and Water) for branches nationwide.
- Contact with suppliers, managing incidents related to last-mile deliveries.

VIDISA - ViewPoint Distribution Sales - (2007-2010)

Warehouse Manager

Spain, Madrid

- Warehouse Team Management: Order Pickers, Order Controllers, Admin Staff.
- Assign tasks, monitor warehouse Personnel attendance and vacation time.
- Control of incoming, warehouse location, and outgoing goods.
- Inventory control.

EDUCATION

BACHELOR'S DEGREE INFORMATION SCIENCES - JOURNALISM

UNIVERSITY COMPLUTENSE, MADRID

CUSTOMER EXPERIENCE MANAGEMENT

ESIC BUSINESS & MARKETING SCHOOL

VOICE OVER TECHNIQUES

AM VOICE SCHOOL

TECHNICAL SKILLS

- ZENDESK - SALESFORCE - SAP - ENGLISH (B2) - GOOGLE SUIT - TYPING -

SOFT SKILLS

**- EFFECTIVE COMMUNICATION - DECISION-MAKING - RESULTS-ORIENTED - LEADERSHIP -
- ACTIVE LISTENING - EMOTIONAL INTELLIGENCE -**