

Miguel Ángel Urbaez Niño

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- Date of Birth: 04/05/1979
- Nationality: Venezuelan
- Residency: Residence Permit No. 8j61469R4



Professional Experience

Customer Service Agent

Emma Mattresses Project, Cluster (Portugal)

November 2021 – July 2024

- Managed logistics and customer claims.
- Back-office duties and problem-solving related to product issues.

Consultant Agent

Ei Energia Grupo GALP (Portugal)

December 2020 – September 2021

- Energy consultant for the Spanish market.
- Handled outbound calls and provided technical sales advice.

Teleoperator

Vueling Airlines (Portugal)

November 2018 – October 2020

- Created flight reservations and processed changes.
- Provided customer support in resolving flight-related issues.

Travel Assistant

SEGUROS MAPFRE (Portugal)

April 2018 – September 2018

- Managed billing and incidents for Spanish travellers abroad.
- Handled travel insurance-related issues.

Sales Representative

R Cable y Comunicaciones de Galicia (Spain)

May 2017 – March 2018

- Sold internet and mobile line plans.
- Provided customer support in technical and commercial matters.

Administrative Analyst
Banesco Banco Universal (Venezuela)

April 2009 – March 2017

- Supervised and managed internal administrative processes.
- Handled current account management and reviewed documentation for personal loan approvals.
- Coordinated customer service in financial matters and resolved banking issues.
- Prepared financial reports for management decision-making.
- Participated in the implementation of new procedures to improve operational efficiency.

Education and Training

Bachelor's Degree in Business Administration

Universidad José María Vargas, Caracas (Venezuela)

June 1997 – June 2003

- Main courses: Accounting, Mathematics, Marketing, Statistics, Personal Income Tax.

Language Skills

- **Spanish:** Native

- **Portuguese:**

- Listening: C1
- Reading: C1
- Speaking: C1
- Writing: B2

- **English:**

- Listening: B1
- Reading: B1
- Speaking: B1
- Writing: B1
- English Education: Scarborough International School of English

Digital Skills

- **SAP Sales and Distribution (SD):** Training in SAP SD module, covering order management, pricing, delivery, billing processes, and customization for enhanced efficiency in sales and distribution.
- **Financial Management and Entrepreneurship:** Completed course by BBVA Provincial Foundation in Venezuela focused on financial planning, resource management, and personal finance optimization.
- **Financial Crime Prevention and Transaction Management (TM) & Anti-Money Laundering (AML):** Comprehensive course covering techniques for identifying financial risks and regulatory compliance to prevent money laundering.
- **Reservation Systems:** Experienced with major booking systems including Amadeus, Sabre, and Galileo, supporting flight reservations and customer service.
- **CRM Platforms:** Proficient in leading CRM platforms such as Salesforce, Zendesk, and HubSpot, with experience in call center software integration (e.g., Five9, Avaya, and Talkdesk) for enhanced customer support.
- **Solar Panel Calculation:** Training in solar energy systems, including software such as PVsyst and Aurora Solar for calculating energy needs and optimizing solar panel setup based on roof specifics and sunlight orientation.
- **Office Tools:** Advanced proficiency in Excel and Office Suite (Word, Excel, PowerPoint).
- **Design Tools:** Advanced skills in Adobe Photoshop, InDesign, Illustrator, Lightroom, Adobe Acrobat Pro, and Bridge.
- **Web Development and Digital Marketing:** Proficient in HTML and CSS for responsive web design, with a strong understanding of SEO (Search Engine Optimization) principles to enhance website visibility on search engines. Experienced in Google Ads, Facebook Ads, and Instagram Ads for effective paid advertising campaigns, audience targeting, and analytics tracking. Skilled in content strategy and optimizing online presence across multiple social media platforms to drive brand engagement and conversion.

Communication Skills

- Dynamic and respectful communication.
- Teamwork and fostering a collaborative environment.
- Focused on continuous improvement of results.
- Proficient in quality control processes.