



# CARMEN GARCIA MARCHAL

## WORK EXPERIENCE

### PROFILE

Experience of customer service in the luxury sector.

High degree of autonomy in administrative management and coordination. Strong ability to work in a team and adapt to change.

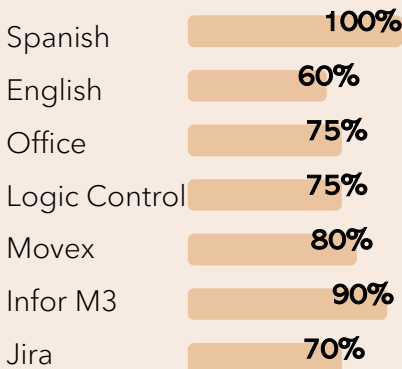
Responsible, decisive, initiative taking, with mediation skills

### CONTACT

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### LANGUAGES & SKILLS



### Academic Training

High School Social Sciences  
Administrative Assistant  
Technician.

#### July 2023 - Actually

**CAPGEMINI Engineering, for Stellantis -inside ICT Sales & Marketing IT Consultant and Analyst. SPOC. Run Country Manager.**

Task performed:

Run -User Proximity CRM & QUALITY& DIGITAL Support Central point between a client and several service providers. Join communication, streamline processes, and ensure perfect coordination between different functions or service areas.

#### January 2001 - October 2021

**GUCCI Watches & Jewelry - Luxury Timepieces España- After sales Service**

Task performed:

After-sales service, CRM service. Coordinator of the Customer and After-Sales Service Department. Coordinator of external teams, national and international. Quality Control and Repair warranty supervisor. Administration, management, mediation and incident resolutions. Supply chain and operations, (management / billing and shipments of orders and repairs)

#### January 2001-December 2001

**CT Citytime Inc. After Sales & Customer Service Support. Wholesale support. Supply Chain Task**

Task performed:

After Sales & Customer Service Support, (coordination / processing of customer demands). Incident resolutions. Stock control. Supply chain and operations, (management, orders, invoicing, shipments of orders and repairs).

#### January 1995 -October 2000

**MEYER ESTUDIO SL, Founding Partner, Project Manager, Team leader.**

Task performed:

Project management and planning. Collaboration in national events (fashion parades / press / shooting photos). Coordination of external teams for events.

#### June 1990 -September 2000

**MEYER MADRID SL, Store manager, Team Leader**

Task performed:

Assistant HR Director (interviewing and resource piloting). Commercial (buying and selling materials). Scheduling (planning/adjusting tasks according to events). Communication (with collaborating companies). Team Leader (coordination / distribution / prioritization of the tasks of the team of 20 people according to the needs of the department). Customer service (responsible for the physical customer service (high level).

#### September 1989- June 1990

**Galerías Preciados SA, Sales Partner**

Task performed:

Assistant to the departmental team, sales management, collections and customer service, multi-tasking, and stock control.