

Urtzi Sanchez Arrillaga



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Skills: Hospitality experience/Customer service, strong leadership skills, enthusiastic, excellent communication skills in English and Spanish, multi-cultural individual.

EDUCATION HISTORY

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| Passenger service agent, Edinburgh's college (Edinburgh, Scotland) | 2015-2016 |
| Management task regarding Check In desk, Boarding Gates and Meeting Flights. All kind of visas, problems around airport world and how to manage the situation. | |
| Web developer, Lagasca Serrano (Madrid, Spain) | 2014-2015 |
| Development of websites working with CSS, HTML, PHP and JAVA. | |
| VET Machine production Specialist, Centro Somorrostro (Bilbao, Spain) | 2008-2010 |
| Troubleshooting all aspects of machine tools, including mechanical, electrical, pneumatically and hydraulically operated functions, milling machine, lathe machine and CNC controls. | |

WORK HISTORY

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| Bartender, Toro Bar (Zürich, Switzerland) | 2020-Currently |
| Servicing of all food and beverage to the highest standards of service, preparing Cocktail, carts and stations with appropriate supplies, organize tables for service. During the day we service Spanish food with different kind of beverage (Spanish Wine, soft drinks, alcohol drinks and cocktail) and during the night is a disco bar. | |
| Flight Attendant, Wamos air (Madrid, Spain) | 2019-2020 |
| Provide outstanding customer service to all passengers and ensure passenger and cabin safety. Assist during boarding and deboarding; demonstrate safety equipment and procedures; sell and | |

serve beverages, meals and snacks; and attend to passenger needs throughout flight duration. Comply with company policies and federal regulations.

Dcs Help Desk Handling, Air Europa (Madrid, Spain)

2016-2018

Supporting 58 airports around the world, resolving all the problems into Altea Systems (Amadeus) for our Airline (Air Europa) or assistance Airlines.

Task; Create flights, Create profiles and support them (agents), Permissions for Airlines, Bases or agents, LoadSheet (Cargo task), PNL / ADL, Adhoc flights, Seat Maps, Business Rules

Programs we are working with

- Altea FM, Altea CM, Altea Inventory, Altea Admin, ABS Cargo, Portel Cargo, LSS

Passenger service agent, Swissport (Edinburgh airport)

2015-2016

Management task regarding Check In desk, Boarding Gates and Meeting Flights. All kind of visas, problems around airport world and how to manage the situation.

Waiter catering, Village Resort and Spa (Edinburgh, Scotland)

2014-2015

Servicing of all food and beverage to the highest standards of service, preparing coffee breaks, carts and stations with appropriate supplies, organize tables, action stations, buffets, and carts for service, communicate with any additional meal requirements or special requests to the kitchen, ensured courses are properly cleared in a timely fashion, manage the presentation of tableware so that it is accessible for the guests, monitor cleanliness and proper sanitization of tables, stations and service areas.

Model, FaceCraft Creative Models agency (Mumbai, India)

2010-2014

Works as model for web companies, fashion brands, commercials, catalogues, prints, TV spots and catwalk.

LANGUAGES

My mother language is Spanish. I'm fluent with English as well, and currently I am starting with Chinese and German.

* I have a driving license, i'm willing to relocate if required

* Swiss Permit "B"