



CAMILO MONTEALEGRE

SERVICE QUALITY MANAGEMENT & DATA ANALYSIS

Contact

+34 691 392 410

camiloarmontealegre@gmail.com

www.camiloarmontealegre.com

Driving License B

Language

Spanish - Native

English - C2

French - C1

Catalan - C1

Expertise

SPSS
RStudio
Python

} Customer satisfaction, loyalty, and recommendation.

PowerBI (big data)

Tableau (diagrams and maps)

Salesforce (CRM)

Microsoft Office (operative)

Education

2016

M. A. in Tourism

University of Girona

Sustainable-oriented projects. Touristic product development and destination branding. Information and communication technologies.

2014

M. A. in Management

Universitat internacional de Catalunya

Creative industries and experience economy. Cultural policies and project management. Marketing strategies and communication skills.

Management and tourism professional, specialised in service quality. I work to boost the relationship between enterprises and audiences, through the analysis of customer experience and service design. I improve the client cycle to benefit both customers and employees. I lead with a human sense, being considerate, organised, constant and creative. In my job, I pursue the team's harmony and well-being from a place of gratitude.

WORK EXPERIENCE

Researcher

University of Girona

2017 - 2023

Statistical analysis of the level of customer satisfaction in cultural events. Qualitative analysis of management strategies. Critical reading of scientific articles and writing an academic thesis. Support for bureaucratic processes, translations, applications for calls and budgets.

Property Manager

Airbnb

2021 - 2022

Touristic apartment management. Accounting and online ad edition. Reception and guidance for visitors (tourguide certified by Generalitat de Catalunya). Digital offer administration.

Customer Care

Museu del Modernisme Català

2015 - 2017

Reception and museum shop, ticket and souvenir sales. Explanation of the artistic exhibitions. Generate written and graphic content for the website. Storage and archiving tasks for art pieces.

Administrative Assistant

Círculo del Arte

2014 - 2015

Advising gallery partners on the selection, purchasing, packaging and shipping of art pieces. Customer service at reception, by telephone and digitally. Content writing for a newsletter, monthly magazine and website. Support for product registration in warehouse and accounting.

Volunteering

48H Open House Barcelona - Heritage buildings tourguide (2021, 2022, 2023)

Parques Nacionales Naturales de Colombia - Forest Ranger (2012)

Un Techo para mí País - Language and math teacher (2011)

Fundación Festival Art Bogotá - Trainer for young ballet dancer talents (2010)

CERTIFICATIONS & COURSES

Digital Marketing - Sheffield Hallam University (2019), Lü Project Management (2020), Academia Adams (2020), Petita i Mitjana Empresa de Catalunya (2021, 2022) y Fundació Autoocupació (2023).

Tourism Management at UNESCO World Heritage Sites - France Université Numérique (2018, 2019, 2023)

Revenue Management and Touristic Product Development - Federació d'Hostaleria de les Comarques de Girona (2021)

Sustainable Development Goals UN - Universitat de Girona (2018)