

PROFESSIONAL EXPERIENCE

Operations Specialist | Glovo | September '17 –

- Recruitment and management of the complete group of glovers for its opening and distribution in the different city areas.
- Operational improvements of cities through data processing collected: costs, orders, ratings, onboarding, distances, timings, etc.
- Training, analysis and direct communication with the couriers to achieve the weekly goals set in the internal metrics.
- Management of incidents in the platform which affect consumers and partners in cooperation with the Account Management (AM) team.

Account Manager | Hipertextual | January '15 – August '17

- Building and maintaining strong, long-lasting client relationships, and developing new business.
- Briefs management, settling incidents, direct communication with clients, business meetings and preparation of proposals and budgets.
- Responsible for the fulfilment of objectives around marketing and digital communication campaigns always considering the scope and timings.
- Assessment and measurement of campaign's success realising analysis and performance reports.

Internship | Microsoft Ibérica | January '14 – January '15

- Assistance in the creation and development of digital projects: microsites, branded content, landing pages, email marketing and social media campaigns.
- Management of promotional campaigns for different consumer products and lead capture in universities and national events.
- Training, analysis and direct communication with the partners at sales point to achieve the weekly goals set in the internal metrics.



ABOUT ME

I am an organized, decisive and practical person, who has the experience to take responsibilities. Currently I work in the Operations Department at Glovo, making operational improvements of cities through data processing collected and managing the complete group of couriers in Madrid (#1 highest-rated city) to improve the quality of the platform.



hola@franciscomartingarcia.es



645 539 622 / Web
franciscomartingarcia.es



[linkedin.com/in/fcomartingarcia](https://www.linkedin.com/in/fcomartingarcia)

CLIENTS

Ford | Siemens | Iberia | Microsoft | Audi | Samsung | Netflix | Telefónica | BBVA | HBO | Vodafone | Toyota | VISA, etc.

EDUCATION

- **Master in Digital Marketing** | IAB | 2015-2016
- **Degree in Marketing & Commercial Management** | URJC | 2010-2014

LANGUAGES

Spanish: Native competence
English: Professional competence

TOOLS

Trello | Metabase/Sequel Pro
Acuity | MailChimp | Zendesk
Microsoft Office | Photoshop
Power BI/Looker | Zoho CRM
Google Analytics | CMS