

PROFESSIONAL EXPERIENCE

Account Manager | Spotahome | July '18 –

- Building and maintaining strong, long-lasting client relationships, and developing new business.
- Settling incidents which affect to companies, property managers and privates in terms of revenue and user experience in cooperation with several departments.
- Weekly preparation of agreements, budgets and business meetings to improve the performance of client accounts through data processing collected.
- Counselling of the client accounts to increase their knowledge in a new digital – extra high valuable- market known as Proptech.

Operations Specialist | Glovo | March '17 – July '18

- Recruitment and management of the complete group of couriers for its opening and distribution in the different city areas of Madrid (#1 highest-rated city).
- 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 – March '17

- Building and maintaining strong, long-lasting client relationships, and developing new business.
- Briefs management, settling incidents, direct communication with client accounts, 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 – October '14

- 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 help them achieve the weekly goals set in the internal metrics.

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**



ABOUT ME

I am an organized, decisive and practical person, who has the experience to take responsibilities. Currently I work as an Account Manager at Spotahome, building and maintaining, strong long-lasting client relationship, and developing new business. An excellent opportunity to be part of one of the hottest European startups according to WIRED.



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LANGUAGES

Spanish: Native competence
English: Professional competence

TOOLS

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