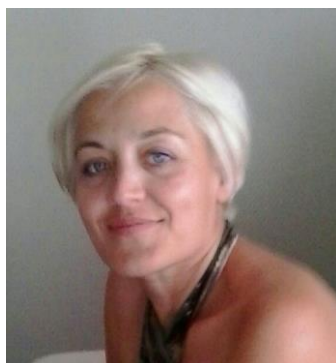


PERSONAL INFORMATION

Lucía León Berenguer



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- 📄 Blog <https://www.boutike.es/blog/>
- 🌐 WWW <https://www.lucialeon.eu>
- 📺 Youtube - professional channel <https://youtu.be/HqCaaKr-yB4>

🌐 [lucia-leon-EU-AIIP](#)

Talent Recruiter Specialist in International Organizations

Sociologist, specialised in **HR, EU Laws and Communication**, with more than 15 years of experience as a manager developing HR tasks at *international environments*, leading *multicultural teams*. Skilled in *Personal Branding*, my experiences and professional career have inspired me to produce a workshop of this topic, regarding with the empowerment of the talent in the job market.

My last experiences have become more flexible, capable of working and creating from almost anywhere.

Geographical mobility is an incentive for me.

Speaking to people in their language is excellence. Therefore, I have embedded languages in my everyday: *"If you talk*

to a man in a language he understands, that goes to his head. If you talk to him in his language, that goes to his heart (Nelson Mandela)

I adamantly believe in changes, where the chances definitively lie in. Dynamic and creative, above all: resilient. Willing to take on new challenges. **Constancy is my flag and is part of my personal brand.**



PROFESSIONAL PROFILE

WORK EXPERIENCE

Currently

International HR coordination in Deutsche Bank, S.A

Main HR duties:

- Providing assistance and guidance to the team and coordinate activities as necessary.
- Assisting the Director implementing a new recruitment system.
- Organizing meetings and selection processes
- Supporting new business models implementing policies and methods of work.
- Organizing training courses for the team
- Provide general assistance such as: handle incoming and outgoing correspondence, review, format and edit documents, assist in the preparation of files and reports, maintain files, records and other reference material, assure workflow in electronic systems and maintain accurate information.

Main CUSTOMER duties:

- Attend to the needs of clients residing outside of Spain in English, German, Scandinavian and Spanish. By email, phone or face-to-face.
- Handling complaints and claims from customers of different nationalities
- Assisting internal and external clients on internal policies and procedures.
- Providing administrative support including document assistance to management for meetings and events.
- Providing administrative and logistical support in different areas
- Identifying areas in current administrative processes for improvement; participate in internal networks and quality control programmes to improve overall service delivery.
- Proofreading against drafts and providing assistance in drafting procedure and reports.

Main FINANCIAL duties:

- Assisting in general finance operations, such as processing and verifying payments and reimbursements
- Assisting in general procurement activities, such as prepare and follow up calls for tender and calls for expression of interest, purchase orders, payment orders, recovery orders and estimates of amounts receivable.
- Commercial relationships with vendors, stakeholders and clients
- Implementation of the Office's Financial Regulation
- Verifying ex-ante and ex-post financial transactions
- Preparing and monitoring the authorisations and delegations necessary to operate the budgetary execution
- Preparing reports, notes and presentations to the Head office and Directory department
- Developing and updating guidelines, templates, checklists, and other required

December 2020
- Currently

Talent Recruiter. Team Leader :WLHME 2021/2022- United Nations (Simuka Africa Youth Association) <https://worldslargestmountainhikingevent.com/>

Main duties:

- **Initiating Project:** implementing a new recruitment system, as well as planning- implementing awareness to reaching out to potential participants and funding partners
- **Controlling Project:** monitoring, supervising and motivating multicultural 44 people team of UN; creating networks and linkages for the organisation; generating innovative ideas and strategies; managing system incidents
- **Managing stakeholders:** identifying potential partners and negotiating for partnerships on behalf of the organisation; building and sustaining relationships with donors and other UN Volunteers
- **Closing Project:** monitoring the project with the final client.

February 2018 -
December 2020

HR Assistant in MAR Soluciones 2015, SL (Technology and communication strategy) in Digital District Alicante (close to EUIPO)

Main duties:

- In charge of the recruitment system
- Learning projects for Public Administration: Generalitat Valenciana(Conselleria d'Educació, Investigació, cultura I Esport)
- Undertaking IT' s projects a recruiter of selection processes.
- Coordination IP projects
- Managing IP projects for SMEs such as registering of internet domains
- Managing international branding Projects

July 2002 -
November 2016

**HR Manager in Banco Popular Español, S.A
(www.bancosantander.es)**

Main duties:

- Team management
- Human Resources management
- Managing projects related to customer engagement
- Dealing with the final user and clients
- Managing system incidents
- Management of non-resident accounts and stakeholders
- Drafting End project reports

EDUCATION AND TRAINING

- ✚ Currently: Crisis Management for Public Officials Course – **UNITAR** (United Nations Institute for Training and Research)
- ✚ November 2020: Introduction to Corporate Social Responsibility Course – **UNITAR** (United Nations Institute for Training and Research)
- ✚ October 2020: **WIPO**: Intellectual Property General Course
- ✚ October 2020: **WIPO** (World Intellectual Property Organization) Using Patent Information certificate
- ✚ July-August 2020: Virtual Assistant Developer Certificate (Chat bot with Artificial Intelligence)-**Kore.ai University**
- ✚ April-June 2020: Digital Marketing and Social Networks Certificate Course-UDIMA (Madrid Distance Learning University)
- ✚ October 2019- February 2020: **EUIPO Academy Learning Portal**: “RCD in a Nutshell 2019” / “(EUTM) European Union TradeMark in a Nutshell 2019” / Programme Management Basics
- ✚ January-May 18: Translation for International Organisms Course: English-Deutsch-Spanish
Cálamo & Cran (Madrid, Spain)
- ✚ June 2017: Training: Selection process for SRB (**Single Resolution Board**) Brussels
- ✚ May-October 17: The Go2Work project-The National Plan of Coworking Spaces: EOI-INDUSTRIAL OFFICIAL SCHOOL
- ✚ Oct 98-April 99: MUP (University Master’s Degree in Teacher Training for Compulsory Secondary Education, Vocational Training and Language Teaching)-University of Alicante (Alicante, Spain)
- ✚ Sept 94-Sept 98: Degree in Sociology, Marketing and Advertising - University of Alicante (Alicante, Spain)

PERSONAL SKILLS

Languages

Mother tongue

Spanish

Other languages	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
German	C1	C1	C1	C1	C1
English	C1	C1	C1	C1	C1
Scandinavian	A2	A2	A2	A2	A2

- Communication skills**
- Multilingual communication skills at expert level
 - Sharpness and inventiveness. Coaching my team motivation and positivism.
 - High level of discretion and ability to deal with confidential issues.

- Organisational / managerial skills**
- Leadership: managing and organizing teams towards results (responsible of teams at my last position as a manager)
 - High level of responsibility and ability to take decisions and show initiative.
 - Ability to prioritize the major tasks, work in a flexible way and organize the work.

- Job-related skills**
- **Quality and results:** development of systematic project processes (manager of the areas and departments in a big company)
 - Developing and improving personal skills, knowledge of the company and its environment.
 - Commitment to training other people and exchanging knowledge
 - **Resilience:** successful work under pressure, flexibility and adaptation to changing working environments; encouraging other people to work in the same way.

Digital Competence

- MS OFFICE: Word, Excel, Access, PowerPoint, Outlook and MS Project
- SAP (currently using in my position)
- WordPress + WooCommerce
- Certificate in Project Management equivalent to PMP.
- Dropbox
- Security Suite: ESET
- **Social Networks:** LinkedIn, Mailchimp, Facebook, Twitter, Instagram y blogs
- **Platform communications:** Skype, Zoom, Teams, Telegram y WhatsApp
- **Educational Platform online** (AVE- Cervantes Institute)
- **Data processing** (300pp)

Driving licence B1. I have my own car.

ADDITIONAL INFORMATION

- GRUR (The German Association for the Protection of Intellectual Property)
current member.
- EUIPO: Attending IP Course for Paralegals 21 th-23 th October 2020
- EUvsVIRUS: Volunteer as a “New Business Models Developer” 15-26 April 2020
(European Commission)
- EUIPO: Attending International conference: “TradeMarks and Geographical
indications: Future Perspectives” 3th-4th October 2018
- EUIPO: Attending International conference: “IPSDM 2018 Conference” 23 th-24th
October 2018
- Member of the Swedish Commerce Chamber
- Member of the Norwegian Commerce Chamber
- Member of AECC (Spanish Association against cancer)
- **UNITED NATIONS**: online volunteer