



Alejandro Moreno Moreno

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About Me

I am an energetic person who always tries to find the best and the most positive in everyone around me. I obtained my professional virtues working in different sectors and countries from a very young age and in them I developed the qualities of understanding pressure and how to face different scenarios. I also try to get the most out of my work and show my potential with good solutions through hard work and perseverance.

I am focused on customer service and internal computer systems involved in the operation of the establishment where I can perform my hospital capacity and the corresponding functions where it is necessary to analyze and create annual projects to increase business sales, focused and special concepts for certain purposes such as the improvement of the quality standards of the establishment and that they are always focused on customer satisfaction.

Work Experience

Sunnyspell: Multimedia Design / Creative Director

Sept 2010 - PRESENT, Granada, Spain - UK London

Work with graphic or audiovisual media. Ability to make models, software, web pages and web applications. With all these tools and my knowledge in communication, I can transmit the message in an effective way.

Jardines de Zoraya: Restaurante y Tablao / Manager

July 2015 - PRESENT, Granada, Spain

Direct the daily operation of the service of 25 staff members in three different areas (reception, reservations and restaurant) using my interpersonal skills to motivate and support my team, especially when it comes to problems that may arise.

Cocoarchitects: Architecture and Planning / Graphic Creation Operator

Designer

July 2008 - August 2010, UK, London

Develop the creation of projects related to the architecture studio. I produced the web content, 3D infographics and the post production process to create a sense of reality in them.

Manipulate some illustrations for the purpose of creating animations.

Harvey Nichols - OXO TOWER: Restaurant / Assistant Manager

July 2007 - August 2014, UK, London

Lead a waiters and busboy team. Control the organization, discipline and efficiency of the staff outside and inside the service. Reorganize shifts to cover staff absences and organize daily delegation of duties to staff.

Education

Factoria 5 Training Hub - Master in Architectural Virtual Reality

September 2021 - September 2022, Granada, Spain

IEBS - Postgraduate in UX and Product Design

September 2020 - September 2021, Granada, Spain

Uxbridge & London Metropolitan University - BCS Science - Multimedia

September 2004 - September 2008, UK, London

Language Skills

Mother Tongue(s) - Spanish and Catalan

Other Languages - English (My studies were carried out in English universities, I lived 17 years in the UK)

Digital Skills

Programming Languages - HTML 4 & 5, CSS2 & CSS3, jQuery, PHP (Wordpress level)

Softwares for the design of multimedia applications - Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Audition and Adobe After Effects.

Softwares for the design of 3D Infographics and VR - Autodesk 3d Max, Vray and Unreal Engine.

Software for web Design - Figma, Adobe XD

Microsoft Office - Word, Excel

Working Skills

Customer Support

- * Solve problems for dissatisfied customers in a professional manner verbally or in writing.
- * Ability to make beneficial recommendations to clients in order to maximize sales.

Communication

- * Make weekly meetings with the function of organizing future events and staff training.
- * Daily sessions for staff with relevant information before starting the service to improve their knowledge.
- * Presentation and teamwork skills.
- * Maintain high morale, motivation and team spirit by recognizing performance.

Operating Rules

- * Ensure the smooth running of the establishment including supervision of assembly before and after service.
- * Maintain a close relationship with other departments for any problem related into the business.
- * Full familiarization with the computer systems involved in the operation of the establishment.

Management and Development

- * Ensure compliance with all legal requirements, company and local needs regarding Health and Safety and fire procedures.
- * Effectively manage service levels, meeting budget requirements and ensuring productivity levels are optimized.
- * Ensuring that the team has a thorough knowledge and understanding of all items and identifying training needs within the team to ensure quality work.
- * Interview and recruit new team members.

Hobbies and Interest

As a husband and father of two children, my hobbies are being surrounded by them and enjoying the forest in the different seasons of the year.

Training my son to play soccer and my daughter to play basketball.

Cooking different types of cuisine since I lived abroad for many years.

Finally the free time I have left I try to investigate and reinforce my knowledge with the new trends of the digital world that is constantly changing so as not to feel left behind.