

# SUSANNA CAMACHO



## Personal information

---

**Address:**

08015 - Barcelona

**Mobile:**

(+34) 686 135 560

**E-mail:**

susanna.camacho@gmail.com

**Website:**

<https://www.susannacamacho.com/>

## Languages

---

- Spanish
- Catalan
- English
- Italian
- French
- Portuguese

## Skills

---

- Figma
- Photoshop
- Elementor
- Nelio A/B Testing
- Wordpress
- Siteminder
- Neobookings
- ACI
- SAP
- Protel

## Work experience

---

### Freelance UX

(March 2022 – Present)

- Iterating to enhance the user experience drawing on results from user research, analyzing user feedback and their activity

### Booking Manager

RV Hotels (2017 – July 2022)

- Manage distribution channels and revenue optimisation strategies
- Responsible for preparation of occupancy forecast and rates
- Negotiate contracts with OTAs and TT.OO. and as well with major French banking companies
- Mapping rooms and rates in Siteminder
- Uploading prices and sales restrictions in Siteminder
- Booking engine configuration such as setting up deals and promotions
- Benchmarking studies
- Troubleshooting of PMS technical issues for the group (hotels and apartments)
- Customer service and Customer feedback review to create targeted action plans and solving potential problems
- Commissions management from OTAs
- Invoicing and credit recovery

### Responsable FrontDesk & Customer Service

Smart Rooms Company (2015 – 2017)

- Responsible for the coordination between the booking, maintenance and housekeeping departments, as well as customer service. Handled guest complaints, evaluating the performance of front office staff and reporting to management, understanding hotel procedures and policies.

### Assistant Front Office Manager

Hotel Residencia Agora Bcn (2014 – 2015)

- Overseeing staff levels and schedules, communicating with management regarding employee and customer service issues, monitoring trends in reservations and customer concerns, handle and resolve guest complaints.

### Assistant Housekeeping Manager

Gran Hotel Torre Catalunya 4\* Superior (2013 – 2014)

- Controlling all the rooms and communal areas were cleaned thoroughly and consistently ensuring high standards of the hotel, making sure that there are always enough cleaning supplies, report and return any guest properties found in the rooms while rendering service and create employee schedules.

### Front Desk

Eurostars Grand Marina Hotel 5\* GL (2012 – 2013)

- Greeting guests, answering and forwarding phone calls and emails from clients, answering inquiries and assisting guests, register and check guests in, provide accurate information about local attractions and services and collecting payments.

## Education

---

- Master of UX: Usability, interaction design and user experience  
**Univertistat Pompeu Fabra (2020-2022)**
- Erasmus Program (France)  
**Université Savoie Mont Blanc – IMUS Hôtellerie, Tourisme et Loisirs (2012)**
- Bachelor's Degree in Tourism and Hospitality Management  
**EU-CETT Universitat de Barcelona – Tourism & Hospitality Education (2009-2013)**

## Training courses

---

- Revenue Management (2018) at Hotel·lo – 40 h
- Revenue Management Advanced (2019) at Hotel·lo – 40 h