

Georgina Figuerola Gobianas

Administration & Operations

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PROFILE

Process and incident management, documentation and cross-department coordination. I work remotely.

EXPERIENCE

Technical service administration

INDIBA S.A. · Barcelona · June 2023 – present

Medical and aesthetic technology. Technical service for professional customers.

- End-to-end administration of every service case: incident logging, equipment pick-up, quote, invoice and shipment, tracked in Dynamics and the ERP.
- Control of the loan-equipment inventory so customers keep working while their device is repaired.
- Coordination with technicians, logistics and administration to meet deadlines.
- Customer queries by email and phone, followed through to case closure.

HR administrative assistant (fully remote)

SEPAL, for the UOC · Remote · November 2021 – May 2023

Support to the People department of the Universitat Oberta de Catalunya during faculty hiring periods.

- Remote management of the selection of 250 associate lecturers in a single hiring round.
- Posting vacancies on the UOC platform and external job boards, and email support to candidates.
- Data-verification calls to every shortlisted candidate and interview scheduling.
- Collecting and filing finalists' documentation; owner of the hiring-round mailbox from start to finish.

SKILLS

Process management

Document management

Quotes and invoicing

Incident management

Inventory management

Cross-department coordination

Remote work

Learning new tools

LANGUAGES

Català

Español

English

TOOLS

ChatGPT · Claude · CTAIMA · Emburse Captio · Factorial · Gmail · Google Workspace · HubSpot · Kimobox · Microsoft Copilot · Microsoft Dynamics 365 · Microsoft Excel · Microsoft Outlook · Microsoft Teams · Microsoft Word · SALUS (QSOFT) · WhatsApp Business

Front desk manager

Clínica Dermik · Barcelona · March 2015 – March 2021

Dermatology and aesthetic medicine clinic.

- Quotes, invoicing and insurer authorisations for aesthetic medicine and surgery.
 - Doctors' and operating-room schedules; cash and inventory in Salus.
 - Led the reception team and acted as the link between non-medical staff and Management for six years.
 - Customer service and conflict resolution.
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Production and purchasing · Document management

Dicom Events · Barcelona · February 2008 – December 2014

Production and purchasing department of an events agency.

- Supplier and contractor document management with CTAIMA.
- Requesting and comparing supplier quotes for each project.
- Liaison between the design team, the communication agency and suppliers.
- Travel booking and accreditation paperwork.

EDUCATION

Human Resources Management and Occupational Risk Prevention

UOC X – Xtended Studies, Barcelona

Executive Assistant

UOC X – Xtended Studies, Barcelona

Higher Technician in Live Show, Radio, Film and TV Production

Politécnic Sant Ignasi Sarrià, Barcelona
