

Iker Pellicer González

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PROFILE

Possessing excellent communication and interpersonal skills and proven ability to achieve targets and results. Flexible within the working environment and able to adapt quickly and positively to challenging situations whilst remaining calm, focused and positive. Development and implementation of new communication technology strategies to achieve corporate objectives.

PROFESSIONAL EXPERIENCE

Freelance Translator

London September 2021 – Present

Professional Translator with 5 years of experience as a successful freelance translator. Skilled in delivering accurate and nuanced translations in Basque, English, and Spanish across various fields including insurance and informatics. Demonstrated expertise in providing high-quality and culturally appropriate translations, ensuring effective communication and seamless understanding between parties. Possess strong research skills, meticulous attention to detail, and exceptional language proficiency in all three languages. Proven ability to meet tight deadlines while maintaining consistency in terminology and style. Dedicated to delivering outstanding linguistic services that effectively bridge language barriers for clients.

IT Service Delivery Manager

Burberry Ltd, Horseferry House, London September 2018 – 2021

Responsible for UK/EU Burberry stores IT Service Delivery and incident escalations. Coordinating 3rd party vendors and contractors such as Ricoh, Adyen, Smartcomm, NCR, Verizon, Skillnet, DCRS, Annodata, TDS and Zetes to keep Burberry stores maintainability as high as possible and achieve Burberry SLA. Creating and documenting processes and guidelines to share across the company IT team in UK and Spain for the best implementation, support of the services and to provide a quick resolution to incidents.

Designed, build, tested and deployed a new PCI-DSS compliant portable network solution for pop-up stores that can be deployed worldwide. Created a Microsoft PowerApps application for Burberry Asset & Profit Protection Goods in Team to record and track all goods in & out parcels using their phones and have the information available on the computer for investigations and weekly reports.

Stockroom Supervisor

Burberry Ltd, Horseferry House, London February 2013 – September 2018

Responsible for a team of eight people, coaching and managing individual performances and team objectives to maintain the high standards of the business and achieve low fetch times to meet customers' expectations. Sending weekly SAP reports to Senior Managers about holding stock levels, in and out transfers and consolidations. Responsible for the implementation of a new digital communication system between departments using iMessage platform for iPod and iPads. Created a BOH complete SAP tools training guide for the Stockroom team, including the RF scanner usage for delivery in & out bookings, store transfers and item lookup and SAP Gui report tools and delivery coordination tools usage. Created an Excel program to unify and simplify the process of creating all the company's BOH labels.

Barman

Les Deux Salons Restaurant, London January 2012 - September 2013

Provided quality beverages and food by carefully adhering to the recipe and presentation standards, covering all the classic cocktails and a long list of spirits. Exhibited creativity when requested by clients, maintained a clean, organized and prepared bar environment. Followed all Health and Safety and sanitation guidelines. Responsible for inventory and supply of the bar stock, tools and beverages.

Supervisor

Aluminios y Ventanas Anaitasuna S.L., Spain February 2003 – March 2011

Working as a group leader in the manufacturing process of aluminium windows. Responsible for the technical office, advertising campaigns, commercial area, stock and administration. Translated from English to Spanish the documentation of a two head Aluminium cutting saw machine for the non-English speaking team to be able to operate the machines safely.

EDUCATION

Cyber Security Technologist L4 Apprenticeship

QA London International House November 2019 – July 2021

Learned skills in Ethical Hacking, Pen-testing, Cryptography, Encryption and Open-Source Intelligence. Understanding of the ISO27001 security Standard. Designed, created and deployed a network solution for Burberry pop-up stores based on the company requirements to upgrade the existing and unsecure network solution to become PCI-DSS compliant. Created and analysed a security case for this new network and I introduced new security solutions to prevent networks and devices on the network from known threats. Completed the following BCS certifications and passed with merit the End-point assessment with City and Guilds.

The People Leadership Program

WhiteHat, London, UK November 2017 – February 2019

Management programme composed of several management modules including: Leading People, Managing People, Building Relationships, Communication, Finance, Project Management, Operational Management, Self-Awareness, Managing of Self, Problem Solving and Decision Making. I developed skills on team management, how to approach difficult conversations and how to identify my team strengths and development areas to set up smart objectives and help my team to progress in the company. Thanks to applying the learned skills I was able to deal with some challenging situations within my team and helped others to develop SAP skills that later lead them to get a position in the corporate EMEA Retail Standards and Operations team.

Superior Electronics Technician (NVQ LV3 equivalent)

I.E.S Donapea, Pamplona, Spain September 2000 – June 2002

Specialty in electronic product development.

Carry out the study, definition, assembly and development of small boards and electronic equipment. Organize, manage and control the manufacturing and tuning of electronic prototypes with the required quality and reliability and with the agreed costs. Maintain professional electronic equipment, using the appropriate means and maintenance techniques, giving the necessary support and advice to the technicians who demand it. Perform the administration, management and marketing in a small company or workshop. Development and construction of electronic prototypes, maintenance of electronic equipment, administration, management and marketing in small business, quality, programming techniques, systems electronics, development of electronic products projects.

Electronic Technical Specialist (NVQ LV3 equivalent)

I.E.S Donapea, Pamplona, Spain September 1995 – June 2000

Computer equipment specialty.

Hardware and software knowledge; Binary code, Hexadecimal code, CMOS technology programming, Printed circuits design with PSpice Schematics, C language programming, Microsoft Office, Visual Basic. Configuration of telecommunication system infrastructures. Computer systems and local networks, techniques and processes in telecommunications infrastructures, audio-visual production systems, telematic networks, radiocommunication systems, project management of telecommunications facilities, landline and mobile telephone systems, project of telecommunications and computer systems.

SKILLS

Approachable and positive personality, attentive to details, organized and structured, cultural sensibility, time management, Industry knowledge, strong communication skills, IT knowledge, SAP, Excel, Office 365, Photoshop, PowerApps, Cisco Packet tracer, Cyber Security skills. "I can do" attitude and highly visible usage of own initiatives. Translation and Interpreting skill and creative problem solving.

LANGUAGES

Euskara (Basque): Mother tongue

Spanish: Mother tongue

English: Fluent (written and oral)

Italian: Beginner (written and oral)

References upon request.