

Alberto Merino de Puelles

Client relations · Business operations · Technology · Financial consulting

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PROFILE

Client-focused, with international experience in customer service, on-site coordination and running my own business in Amsterdam. I build real digital projects with AI tools. Currently Consultor Financiero para OVB.

EXPERIENCE

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|--------------------|---|
| Since October 2026 | Consultor Financiero para OVB
OVB Allfinanz España · Madrid <ul style="list-style-type: none">◦ Training in financial consulting and client relations. |
| 2025–2026 | Self-employed handyman
Amsterdam <ul style="list-style-type: none">◦ Around five client projects a month, mostly through referrals, from assessment and quote to scheduling and delivery.◦ Pricing, customer communication and every day-to-day responsibility of the business. |
| 2024–2026 | Moving and handyman services · Student Verhuis Service
Amsterdam <ul style="list-style-type: none">◦ Operated moving trucks and furniture lifts, handling safety and practical logistics.◦ Coordinated crews of two or three on site; supported larger moves with six to nine people and several trucks. |
| 2023–2024 | Waiter · Umainon
Amsterdam <ul style="list-style-type: none">◦ Customer service in a fast-paced, multicultural environment. |
| 2021–2022 | Store associate · IKEA
Spain <ul style="list-style-type: none">◦ Sales and customer advice, stock and replenishment. |
| 2019–2020 | Tax campaign assistant · FUAM
Spain <ul style="list-style-type: none">◦ Reviewed and organised income-tax documentation, ensuring accuracy and compliance. |

PROJECTS

- CambPrep · IELTS preparation platform, with payments.
- Il Madrilegno · Photographer portfolio in three languages.
- La Escuela · Website of a kickboxing school.

EDUCATION

2019–2023	Undergraduate studies in Economics Universidad Autónoma de Madrid
2022–2023	Erasmus+ academic exchange Rome

SKILLS

Communication

Client relationships

Team coordination

Problem-solving

Organisation

TECHNICAL SKILLS

- AI-Assisted Development · Claude: custom websites and web applications
- Business automation: workflow and process automation

LANGUAGES

Spanish	Native
English	IELTS 6.5 overall (Listening and Speaking 7.0)
Italian	Conversational
Dutch	Basic (A1–A2)