

Thamirys Kearney

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ABOUT ME

Multilingual Administrative Assistant with **over five years** of **experience supporting executive leadership** and **coordinating** complex **logistics** across international environments. Known for being **detail-oriented**, **dependable**, and calm under pressure, I've **managed** sensitive documentation, **streamlined** office **procedures**, and **supported** high-level **travel** and **calendar management** with complete discretion. I thrive in fast-paced, multicultural settings, and bring a warm, polished presence to guest and **stakeholder interactions**. Fluent in **English, Spanish, and Portuguese**, with working knowledge of **French, German, and Italian**. Motivated and **resilient** professional seeking to bring strong **organizational** skills, **collaborative** energy, and a **people-first** mindset to a purpose-driven environment.

ADMIN. ASSISTANT & EXECUTIVE DIRECTOR'S SECRETARY

Sport77 Racing. Ltd. UK **Nov 2023 - Ap 2025**

- **Managed** the Executive Director's **calendar**, scheduled **meetings**, **coordinated appointments**, and booked international and domestic **travel**, ensuring smooth daily **operations**.
- Oversaw **logistics** for local and international race events, including team **registration**, vehicle **transport**, **ticketing**, and accreditations to **comply** with race **policies**.
- Planned detailed **travel itineraries**, handling all logistics with care, including **timing**, **visa** requirements, and **hotel arrangements** according to each team member's arrival times and calendar availability.
- Coordinated hospitality services for **VIP guests** and **sponsors**, ensuring alignment with tight race **schedules** and high expectations.
- Provided **confidential administrative support**, including the preparation of **internal reports**, formal **correspondence**, and **presentation** materials.
- Acted as the **primary liaison** between the team and external partners, facilitating seamless **communication** and swiftly resolving scheduling or race access issues.
- **Identified** and **introduced** small **process improvements**, particularly in travel **planning** and internal **communication** channels and tools, that eased pressure during **peak event periods**.
- **Represented** the organization during a business trip to Milan, contributing to the successful finalization of a **partnership** with JAS Motorsport (**Honda's** official partner in Italy).

ADMINISTRATIVE ASSISTANT, CUSTOMER SERVICE & TECH SUPPORT

Altra Corporation SL. Málaga. Spain **Feb 2019 - Jul 2023**

- Provided day-to-day **administrative support**, acted as the company's first point of contact, and maintained strong **customer relations**. Communicated and worked directly with large national and international first level distributors, all the world's major transport companies, as well as second level distributors.
- Excelled in secretarial tasks such as **scheduling** technical support **appointments**, **typing**, **filing**, handling **incoming/outgoing calls** and emails and maintained client data records. volunteered to help improve **office logistics**, improving service consistency while upholding **discretion** and professionalism in all dealings since sensitive information were handled daily.
- **Handled data** entry of clients purchase history, **confidential information**, records management, and dealt with first level customer technical inquiries, increasing administrative effectiveness and response times.
- Initiatively **redesigned** a warranty logistic **process** that was approved by the board of directors and helped the after-sales logistics team to **reduce** its carbon footprint by **50%** and minimise test waiting period by **1 day** thanks to the implementation of an **automation process**.
- **Handled confidential** warranty claims, tailored software repair, returns, and technical support **documentation**, both to **end users** and bulk orders from **large distributors** while streamlining service procedures.





- In order to foster internal knowledge sharing and procedural alignment, assisted the **Training Department** and **trained over 30 employees** in office procedures and contributed to the onboarding process across **departments**.
- Regularly used **Microsoft Office** Suite, including **Excel** and **Power BI**, with a focus on creating **reports**, and client **communication**, and took the **initiative** to **introduce** interdepartmental **corporate** written **voice**.
- **Proficiently worked** with **ERP** system to **process** warranty and repair **orders** on a daily basis, as well as **credit** returns and technical assistance **budgeting** orders.
- Oversaw and suggested constant improvement on **internal communications** by applying dynamic and creative **communication** and problem solving **techniques**.
- Demonstrated **flexibility** by directly **collaborating** with the **IT and R&D departments** and **external provider** in the creation and development of the **company's first AI Project**. **Created** the first **flow charts** and chatbot **dialogues**.
- Also **collaborated** with the **Marketing** department on several multilingual **LinkedIn**, **radio** and **social media** **marketing campaigns**.

ADMINISTRATIVE ASSISTANT INTERN

VPress Ltd. Cheltenham. UK JUN 2017 - JAN 2018

- **Took the lead** in organizing and supporting in the logistics for trade shows, from **planning** the events logistics to **representing** the **company** during live software demos for current clients, prospect customers, and visiting executives, often translating technical language into clear, engaging presentations.
- **Represented** the company during visits to the HP Experience Centre in Barcelona in a fact-finding mission, helping maintain a long-term **collaboration** and ensuring that meetings ran smoothly and professionally.
- Worked closely with the HR department to **manage** internal documentation that contained **sensitive** employee **information** and **support** improvements in how employee **procedures** and streamline communications.
- **Analysed** client interactions using the **CRM** system, and demonstrated attention to detail by identifying recurring issues and **communicating** them clearly to the right teams so they could be resolved quickly and effectively.
- **Translated** materials into Spanish and Portuguese and supported the global team by ensuring clarity across language barriers.

ENDURANCE RACE ADMINISTRATIVE SUPPORT

Abba Racing / Rollcenter racing. UK & Spain 4 YRS INT.

- **Coordinated** participant registration, managed the **logistics** of the event, and VIP **hospitality** at multiple locations while providing top-level administrative services for endurance races across Europe.
- Served as the primary **liaison** between internal departments, **sponsors**, **high-profile guests**, and external **stakeholders**, ensuring efficient coordination and communication amongst stakeholders.
- Served as an on-site **interpreter** and multilingual point of contact, **solving issues** on the spot to maintain order under pressure during GT3 and Touring Car races.
- The implementation of multi-team competitions on 24-hour endurance races was supported by my strong **organizational skills**, **flexibility**, and **natural attention to detail** where I kept detailed records of participant information, team plans, and multilingual interactions.

STUDENT AMBASSADOR

Swansea University - School Of Management. UK OCT 2014 - JUL 2017

- **Cultivated** close bonds with potential students and their families by **representing** the university in publicity and involvement programs such as Open Days and Visitors Events. I **led** campus tours and **presented** lecture seminars to prospective students and their families.
- **Hosted** webinars, **answered** questions live and **offered advice** both in person and over the phone in an enthusiastic, knowledgeable, and educational manner.
- Enhanced the university's standing by acting as a **trustworthy**, **considerate**, and **informed liaison**.
- **Commitment** to successfully **combine** my university **studies** with the **job** of being an official and employed ambassador of the School Of Management, took English **courses** as english is my third language, **worked** in waitressing jobs as well as **volunteered** in **various** charity **projects** throughout my entire university years.

VIP HOSTESS - FICTION

REKOM Group. UK SEP2014-JUN2017

- **Focused on anticipating** the **needs** of VIP clients before they even had to ask, whether that meant **adjusting** seating, **managing** timing, or quietly **resolving** any **issues** behind the scenes so their experience was never interrupted.
- Demonstrated high **emotional intelligence, flexibility,** and **diplomacy** when managing **sensitive situations** and high-profile guests under **pressure**.
- **Worked** closely with **team** members to ensure consistency in the guest journey from arrival to departure, **communicating** clearly, **offering** help when needed, and **stepping** in to support colleagues during high-pressure moments.
- I've always had a natural ability to **connect** with people, and in this role, I used that strength daily to **build trust** with both guests and colleagues. It also helped me **grow** into someone who doesn't just **solve** problems, but **prevents** them.

MULTICULTURAL FAIR EVENTS PROMOTER

World Tourism Organization (UNWTO). Spain JUN 2012

- **Delivered and promoted** the events information in three different languages and in a clear and high-level way with **comfort** and **confidence** across multicultural populations to **facilitate** inclusiveness, **building** strong verbal **communications** and **public speaking** skills.
- Further developed my social influence skills by **deputizing** for the association in a **professional** and **presentable manner** while making my interlocutor feel welcomed.
- Exercised **leadership** and **initiative**, coupled with a **proactive**, goal oriented attitude through dynamic environments, handling pressure and juggling several tasks.
- Provided **internal coordination** of stakeholders during the events and facilitated the internal logistics for the different scheduled activities that were being carried out throughout the conferences.

ALL-ROUND ASSISTANT APPRENTICE

Restaurante Las Adelfas. Spain JAN 2013 - JUL 2013

- **Jumped** between different roles as needed, helping behind the bar, **supporting** the kitchen, **managing** basic cleaning tasks, always making sure the team had what they needed to keep things moving.
- **Communicated** clearly and worked harmoniously with both colleagues and customers, which helped us stay **coordinated** and **motivated** to work as a team and even during the busiest shifts.
- **Learned** how to stay **focused** and **organized** while **managing** several priorities at once, **adjusting** quickly when things changed or when a team member needed help.
- Maintained a strong **sense of responsibility**, showing up on time, keeping things clean and safe, **communicated to** manager on **beverage** and snack box **stocks** on daily basis, always giving **attention to detail** and taking notes of which products were most consumed in order to maximise profit.
- This experience gave me a real **appreciation** for how **important** it is to **work** as part of **a team**, especially when everything's happening at once, and to **stay steady, helpful,** and **positive** no matter what the day brings.

ADMINISTRATIVE & FRONT DESK APPRENTICE

Raios de Sol Clothing, shoes and furniture Stores. Brazil FEB 2007-MARCH 2009

- Directed front desk **operations** including greeting and services for clients and provided customer satisfaction reports directly to management on a daily basis.
 - Handled **administrative** tasks like **updating** price labels, **organizing** files, and **inputting** inventory and sales data, all while making sure **information** stayed **accurate** and up to date.
 - **Interacted** decisively with customers as well as internal personnel, resulting in **ease of operations** and friendly atmosphere at service. Shortcuts used Provide quality services to customers and internal team members, that ensures customer satisfaction.
 - Learned how to stay **organized** and **manage multiple tasks** at once, **adapting** to shifting priorities throughout the day without losing focus or missing details.
 - Always **maintained** a professional and **discreet approach**, especially when handling **sensitive information** or **supporting** tasks that required **confidentiality** and **care**.
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VOLUNTEERING

Girasol Asociation

Alameda - Spain
2023-2024

- Palliative home carer
- Palliative care Follow-up appointments
- Park second hand clothes sale

Discovery SVS

Swansea - UK
2015 – 2017

- Circus Eruption Project
- Skety Park Youth Group Project

Antequera Acoge

Antequera - Spain
4 YRS INT.

- Various athletics competition
- Children's summer camp







EDUCATION

Certification/Course title	Institution	Language Location	Year
2:1 in Bsc Bachelor of Business Management	swansea University	Swansea UK	2014-2017
CS50's Introduction to Cybersecurity	Harvad University	English Online	2025
Master in Power BI for Controlling	Power Platform University	Spanish Online	2021
* Revolutionise your job with AI tools * Social Skills for Customer Service	Ministry of Education & Professional Training	Spanish Hybrid	2025
Digital Transformation of Small and Medium-Sized Enterprises (SMEs)	ESDEN Business School	Málaga Spain	2025
Data Governance Foundations	SmartBase Analytics/Udemy	English Online	2024-2025
Superior Course in AI: Software & Tools	Inesem Business School	Spanish Online	2024-2025
* SQL - MySQL for Data Analytics and Business Intelligence. * The Data Science Course: Complete Data Science Bootcamp.	365 Careers / Udemy	English online	2023-2024
ISO 14000 - Environmental Auditor	Euroinnova Business School	Spanish Online	2022-2023

CORE SKILLS

Management & Smooth leadership
Time & Calendar Management
Critical & Analytical Thinking
Curiosity & Lifelong Learner
Problem Solving
Multilingualism
Reliability
Teamwork Ethic
Resilience & Dedication
Respect of Confidentiality
Excellent Attention to Detail
Motivation & Self-Awareness

IT SKILLS

Microsoft Office 365  90%
ERP Wolters Kluwer Tax & Accounting A3  80%
CRM  80%
Data Analysis  60%
Python/R Programming  40%
Machine Learning  40%



EU & BR **PASSPORT READY**