

MARCOS JURADO POLO

Valencia, Spain | UK Settled Status | EU & UK Work Authorised

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PROFESSIONAL SUMMARY

Customer Success professional with remote fintech experience supporting high-volume client operations within regulated banking environments. Skilled in high-volume case management, CRM systems, SLA-oriented service delivery, and cross-functional coordination. Multilingual (English, Spanish, Catalan) with strong digital communication and structured problem-resolution capabilities. Recognised for delivering performance-driven client support within fast-paced international environments. Seeking remote Customer Success, Client Operations, or Fintech roles within international SaaS or technology-driven organisations.

CORE COMPETENCIES

Customer Success & Client Retention | High-Volume Case Management | Regulated Financial Support | SLA-Oriented & Performance-Driven Support | Multilingual Client Operations | Cross-functional Collaboration | Escalation & Issue Management

TECHNICAL SKILLS

Support & CRM Systems

Zendesk | Banking CRM Platforms | Telephony & Call Handling Systems

Payment & Booking Platforms

SecureTrading | Booking.com Extranet | Rezlynx (Property Management System)

Digital & Productivity Tools

Microsoft Office (Advanced) | Meta Business Suite | Canva

Adobe Illustrator | Photoshop | InDesign | DaVinci Resolve

PROFESSIONAL EXPERIENCE

Customer Service Representative (Remote)

CaixaBank | Spain | May 2025 – October 2025

- Managed 120+ client calls per 8-hour shift within a regulated retail banking environment.
- Maintained an average handling time of ~6 minutes per interaction while preserving compliance and service quality, with full ownership of cases from initial contact to resolution.
- Resolved account discrepancies, transaction issues, and documentation requests in compliance with financial regulations and data protection standards (GDPR-aligned practices).
- Delivered multilingual support (English, Spanish, Catalan) across phone and digital banking channels.
- Documented and tracked cases accurately within CRM and internal banking systems, operating under structured performance and compliance standards.
- Facilitated digital service adoption by guiding clients through online and mobile banking platforms, reducing friction in customer journeys.

Guest Relations Host

Leeu Collection | United Kingdom | April 2023 – April 2025

- Delivered premium client experience within a 36-room luxury property recognised with Michelin Key distinction.
- Provided highly personalised service to international high-value guests, ensuring exceptional satisfaction and repeat business.
- Managed complex guest requests and real-time escalations within a fast-paced, high-expectation environment.
- Coordinated cross-functional teams (front office, reservations, operations) to maintain seamless service delivery.
- Maintained detailed guest preference records to enhance personalised treatment and long-term retention.

Financial Services Advisor

The Contact Company | United Kingdom | 2022

- Handled high-volume inbound credit account queries within a regulated financial services environment.
- Resolved billing disputes and account-related concerns while ensuring compliance and documentation accuracy.
- Operated within performance-driven service frameworks requiring efficiency, structured communication, and case tracking.

Additional Customer Experience Roles

United Kingdom | 2019 – 2022

- Developed strong client communication, operational coordination, and escalation handling skills across fast-paced service environments.

EDUCATION

BA (Hons) Film & TV Production, LMA Liverpool | 2023 – 2026

Diploma in HR, Bookkeeping & Payroll Management (QLS Level 4)

Digital Marketing Diploma (QLS Level 5)