

Jaime URRUTIA VILA (Yago)

Operations Coordinator | SSC/Back-Office | O2C, SLA, Compliance | Multilingual (ES/CAT/FR/EN)

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PROFILE

Operational professional with 10+ years of experience in incident management, multichannel coordination, and case resolution in high-demand environments. Proven track record in BPO and digital banking (Intelcia, Majorel, Arvato), applying GDPR/PSD2 protocols, KPI tracking (TMO/FCR/ICX), and multilingual support (French/English C1). Adept at bridging business needs with technical teams, ensuring documented rigor, traceability, and strict SLA compliance.

PROFESSIONAL EXPERIENCE

Jun 2026 – Sep 2026 | Remote Banking Agent (Banc Sabadell) | INTEL CIA | Barcelona

- Resolved operational requests for individuals and companies: cards, accounts, digital access, Bizum, fraud, claims, and treasury operations.
- Monitored key KPIs (TMO, FCR, ICX) and analyzed call patterns to optimize first-contact resolution.
- Provided bilingual Catalan/Spanish support, progressively integrating English and French operations.
- Leveraged AI and the official "Sabio" knowledge base on SharePoint for accurate, compliant resolutions.

Aug 2022 – May 2025 | Property Administrator | C.B. Urrutia Vila | Barcelona & France

- Managed family real estate portfolio across Spain and France, ensuring continuous operational oversight.
- Resolved complex conflicts and negotiated in demanding international contexts, ensuring regulatory compliance.

Sep 2019 – Sep 2020 | Content Moderator (TikTok France) | Majorel | Barcelona

- Moderated French-language content (C1), strictly adhering to "speed" and "accuracy" SLAs in high-volume environments.
- Maintained daily KPI targets by consistently referencing official SharePoint guidelines and updated moderation policies.

Jul 2018 – Sep 2018 | After-Sales & Web Internationalization Coordinator | ETIDEM | Barcelona

- Identified recurring after-sales bottlenecks caused by lack of standardization.
- Delivered a system-focused process improvement report recognized by senior management.
- Led technical web internationalization to French and Catalan, including language selector implementation.

May 2017 – Jun 2017 | Customer Service Specialist (English) | Emergia (Banc Sabadell Client) | Barcelona

- Handled critical ATM incidents in English, including failed withdrawals, incorrect balance inquiries, and card retention.

Oct 2016 – Mar 2017 | Commercial Services Agent | Arvato CRM Solutions | Barcelona

- Managed outbound campaigns for residential energy contracts, ensuring CRM data traceability and quality standards.

Oct 2006 – Jun 2015 | Incident Manager & Multichannel Operational Support | Finques Cleries | Barcelona

- Acted as the primary interface between end clients, technical providers, and internal teams for operational incidents.
- Supported operational digital transformation and ISO 9001 certification efforts by implementing IP telephony, SharePoint, and CRM/ERP systems.

Apr 1994 – Oct 1999 | Administrative Assistant | Guiral Asesoría y Gestión | Barcelona

- Managed high-volume corporate fleet procedures and complex administrative incidents with public authorities, ensuring strict regulatory compliance and accurate documentation handling.

EDUCATION

- Technical Reskilling: ITIL V4 Fundamentals, ITSM, Jira, Multilingual Skills (2025 – Present)
- Higher Technician in Multiplatform Application Development, La Violeta FP Center, Barcelona (2018 – 2019)
- Higher Technician in Web Application Development, NetMind Innovation & Training Center, Barcelona (2017 – 2018)
- Intermediate Technician in Multimedia Editorial Product Development, Foment Formació, Barcelona (2017)

TECHNICAL COMPETENCIES

- Operations & SSC: Incident resolution, KPI management (TMO, FCR, ICX), SLA compliance, O2C, traceability, GDPR/PSD2, ISO 9001, CRM/ERP, Ticketing, SharePoint, MS365, Advanced Excel.
- ITSM & Technical Bridge: ITIL v4, Jira, CMDB logic, Java (OOP, basic JDBC), SQL (modeling, queries), REST APIs, webhooks.

LANGUAGES

Spanish (Native) | Catalan (Native) | French (C1 - Full Professional) | English (C1 - Full Professional)