

Jose Palacios Beortegui

Project Coordinator · Community Development Operations
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PROFESSIONAL PROFILE

Business Administration graduate (CESTE, Spain) currently completing a Computer Engineering degree, combining a strong foundation in program coordination, digital platform management and stakeholder support with technical proficiency in IT systems and cloud technologies. Experienced across administrative, hospitality and client-facing roles, with a demonstrated ability to manage multiple priorities, maintain structured documentation and deliver reliable support to diverse teams. Based in Davos with active daily exposure to the German-speaking environment. Motivated to contribute to the AO Foundation's global surgical education mission through organized, detail-oriented community program coordination.

EDUCATION & CERTIFICATIONS

Bachelor in Computer Engineering · CESTE – Centro Universitario de Tecnología y Arte Digital / Spain
2025 – Present (expected 2028)

Programming, software development, computer networks, databases, cybersecurity, cloud computing

Bachelor in Business Administration · CESTE – Centro Universitario de Tecnología y Arte Digital / Spain
2021 – 2025

Business management, project management, finance & accounting, logistics and supply chain management

AWS Certified AI Practitioner · Amazon Web Services / In process

AWS Certified Cloud Practitioner · Amazon Web Services / In process

Salesforce Trailhead – Currently completing foundational modules (CRM administration, data management)

PROFESSIONAL EXPERIENCE

Sales Assistant Heierling GmbH | Davos, Switzerland

September 2025 – March 2026

- Served as primary point of contact for international clients, managing requests and providing tailored support in a multilingual environment (Spanish, English, German)
- Coordinated daily operational workflows, ensuring smooth scheduling and task execution under high seasonal demand
- Managed point-of-sale systems and maintained accurate transaction records using digital platforms
- Developed practical German communication skills in a professional Swiss German environment

Administrative & Receptionist Coordinator Royal Hideaway Hotel by Barceló | Canfranc, Spain

October 2023 – June 2025

- Served as primary point of contact for all guest requests, managing reservations and coordinating operational needs across departments
- Administered digital booking platforms, maintained guest databases and processed financial documentation
- Coordinated multi-stakeholder requests efficiently during high-volume peak season, prioritizing clear communication and structured follow-through
- Supported program leads with scheduling, reporting and administrative organization

Administrative Assistant · Gabinete Jurídico Hispanidad | Zaragoza, Spain

May 2022 – September 2023

- Managed digital documentation systems and maintained administrative databases with high accuracy and confidentiality
- Coordinated client scheduling, correspondence and filing across multiple active cases
- Processed invoices and financial records using office software, supporting budget monitoring tasks
- Provided general organizational support to senior staff, improving workflow efficiency

SKILLS & COMPETENCIES

Coordination: Program & project scheduling, documentation management, budget monitoring	Digital Tools: Salesforce (in progress), Microsoft Office, AWS Cloud, digital databases, POS systems	Communication: Stakeholder support, multilingual client service, cross-functional collaboration
Languages: Spanish (native) · English C1 Advanced · German A2–B1 (active development, daily use in Davos)	Approach: Proactive, detail-oriented, structured, service-minded	Location: Based in Davos – immediate availability, no relocation required

Note on German: *Currently at conversational level (A2–B1) with daily practical use in the Davos professional environment. Committed to achieving full professional proficiency and actively investing in structured learning.*