

SANDRA BLANCO MEZA

INCIDENT MANAGEMENT SPECIALIST · BACK OFFICE · DATA ENTRY

DOCUMENT MANAGEMENT · REMOTE ADMINISTRATIVE SUPPORT · AI AUTOMATION

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INCIDENT MANAGEMENT

BACK OFFICE

DATA ENTRY

DOCUMENT
MANAGEMENT

REMOTE ADMIN.
SUPPORT

AI AUTOMATION

PROFESSIONAL PROFILE

Specialist in incident management, back office, and data entry, with over 20 years of experience in international administrative environments (maritime, insurance, and mining). Skilled in document management and remote administrative support, with a focus on process automation through artificial intelligence tools (ChatGPT, Copilot) to reduce response times and repetitive tasks. A methodical, resourceful, and detail-oriented professional with solid training in cybersecurity and data protection (GDPR/LOPDGDD). Seeking a 100% remote position, bringing precision, autonomy, and efficiency to incident management and document workflows.

WORK EXPERIENCE

Back Office · Incident Management & Data Entry · OTAM.CA

► 10/1990 – 06/2000 · Caracas, Venezuela

- **Incident Management:** monitoring and resolution of incidents detected on each inspected vessel, updating their status through a follow-up (F-UP) tracking system.
- **Data Entry / Document Management:** creation and maintenance of the client database and inspection reports, entering technical data in Spanish and English.
- **Back Office:** resource administration, management of the Director's schedule, and preparation of periodic reports (monthly/quarterly) for insurers.
- **Achievement:** +35% in the client portfolio managed by the company.

Administrative & Document Coordination · Maritim Renovables, SL

► 09/2000 – 03/2014 · Alicante, Spain

- **Back Office / Document Management:** administrative and document coordination of a multidisciplinary team of 22 to 30 people, with project planning and control.
- **Incident Management:** logistics tracking and resolution of operational incidents between Spain and Peru.
- **Achievement:** led mining tailings reclamation projects, combining administrative rigor with sustainability.

EDUCATION

University Entrance Exam (Adults over 25/45)

UNED · Spain · 2020

School Graduate Certificate / GES II – Adult Education (F.P.A.)

"Paulo Freire" Center

KEY ADDITIONAL TRAINING

- Cybersecurity and GDPR (40 h) — FUNDAE, 2022
- National Security Framework (ENS): cyber-crisis, audits, and ICT risks — CCN-ENS, 2021
- Microsoft Power BI: Business Intelligence and Dashboards with Excel — G-Talent, 2021
- Big Data — IFCT128P0, 2019
- Digital Skills for Professionals — Google & Fundación Santa María La Real, 2021
- Protect Your Business: Cybersecurity in Remote Work — Google & INCIBE, 2021

KEY SKILLS

Incident Management

Back Office

Data Entry

Document Management

Remote Admin. Support

AI Automation

Advanced Office Software

GDPR / LOPDGDD

Factusol · Nominasol · Contasol · Sage50

AI AUTOMATION

Use of ChatGPT and Copilot applied to:

- Drafting and reviewing reports
- Automating repetitive tasks
- Data classification and organization
- Support for reporting and follow-up

INDUSTRY EXPERIENCE

Administration and back office

Insurance and maritime sector

Mining and international logistics

Cybersecurity and data protection

LANGUAGES

Spanish — Native

English — B1 (written only)

German — A2 (written only)

Valencian — A2 (written only)

AVAILABILITY

Work mode: 100% Remote

Start date: Immediate