



MARIA AGUSTINA RIVERA LAPACHET

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SKILLS

Proactive

Team work

Conflict Solving

Flexibility

Effective Communication

LANGUAGES

English

Spanish

Italian

PROFILE

I leverage my extensive experience in front desk and administrative roles to excel in customer-centric environments. With a background in both guest reception and operations management, I am adept at streamlining processes to improve service efficiency while ensuring that every customer interaction is handled with professionalism and care.

EDUCATION

Administration Career Feb 2013 - Dec 2014
National University of La Plata, La Plata, Buenos Aires

English Translator Career Mar 2010 - Oct 2012
National University of La Plata, La Plata, Buenos Aires

High School Degree Mar 2005 - Dec 2009
Mater Dei School, La Plata, Argentina

EMPLOYMENT

Fitness Receptionist Nov 2023 - Present
Siro Hotels, Dubai, UAE

- Welcoming and greeting guests and members at the Gym Hotel.
- Booking classes and treatments.
- Provide information about the services, classes and treatments.
- Answering and making phone calls.
- Maintaining the reception area.
- Process invoices and pay outstanding bills for company accounts.
- Maintain a professional appearance/attitude and maintain an excellent standard of customer service.
- Provide occasional tours of the facilities and public areas.

Assistant manager Aug 2017 - Oct 2019
Mateu Sports S.A, La Plata, Argentina

- Coordinate daily customer service operations (e.g. sales processes, orders and payments).
- Supervise and motivate staff to perform their best.
- Communicate with clients and evaluate their needs.
- Handle complaints from customers.

Customer service

Feb 2013 - Feb 2017

Nike Factory Store Argentina, La Plata, Argentina

- Assisting customers and recommend items according to the customer needs.
- Explain to new partners different technologies and materials of products.
- Re stock and administrate the inventory product.

REFERENCES

Sanjin Burazin

SIRO HOTELS Fitness Head Coach, Dubai

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SIRO HOTELS Manager Recovery Lab, Dubai

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Nina Ninkovic

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Micaela Robilotta

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