



ALDANA RAMIREZ

Bachelor's Degree in Hospitality and Tourism
Front Desk Representative

Profile

I hold a degree in Tourism and Hospitality Management and bring over 8 years of experience in the hospitality industry, with a consistent focus on delivering exceptional guest experiences. Throughout my career, I have cultivated a passion for creating memorable stays by understanding and exceeding guest expectations.

I thrive in dynamic, multicultural environments, working with colleagues and customers from diverse backgrounds. I enjoy contributing to team success, fostering collaboration, and building meaningful connections that enhance both guest satisfaction and team performance.

Skills

- Customer service orientation.
- Team work.
- Problem-solving.
- Attention to detail.
- Communication.
- Self-motivation and discipline.
- Multitasking.
- Adaptability.
- Cultural awareness.
- Bilingual speaker (Native spanish and English)

Professional background

NAILOGY LAB

Phone Operator (remote position)

July 2024 - Present

Nailogy Lab is a beauty nail salon located in Placentia, California where I currently work part-time scheduling appointments over the phone.

- Provide customer service and assist with booking appointments.
- Nail services: manicure, pedicure, gel extensions, gel polish, gel overlay, nail art. Assist primary operator at the salon.
- Answer phone and book appointments. Confirm next day/online appointments. Follow up with clients on deposits.

LOWKL, FEEL AT HOME

Customer Service Representative (remote position)

April 2024 - July 2024

July 2023 - Oct 2023

Lowkl is a short-term vacation rental company with a portfolio of over +800 units in South Florida and NYC, including houses, apartment, buildings, and hotels delivering exceptional guest experiences through hybrid hospitality model.

- Remote work covering Miami, Miami Beach, Ft Lauderdale, Pompano Beach, Boca Raton, Jensen Beach & New York City.
- Engage with guests through phone and messaging platforms to address inquiries, provide information, and offer online assistance, creating a positive and welcoming experience for guests, ensuring their needs are met promptly and professionally.
- Self-check in/out processes to ensure a seamless guest experience.
- Online communication with housekeeping and maintenance crew.

LLAO LLAO HOTEL & RESORT, GOLF-SPA

Spa & Recreation Receptionist

Feb 2021 - April 2023

Luxury 5-star hotel in Argentine Patagonia. As part of The Leading Hotels of the World, Llao Llao Resort is known for its high standards of customer service

- Provide information and benefits about facial programs, cellular regeneration, detoxification and relaxation, hydrotherapy and smart drain.
- Recreational activities: walking guide tours, mountaing bike, archery classes, gym classes and Kids Club. Hair & Nail Salon. Water sports (Kayak, Canoeing, SUP, windsurf)
- Appointments scheduling. Guests assistance over phone calls and e-mail.



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San Carlos de Bariloche, Argentina



/aldanasramirez93

Education Background

Tourism and Hospitality Management

Univ. Argentina de la Empresa (UADE)
Completed in 2019

Flight Attendant

Escuela Superior de Aeronáutica
Completed in 2013

LLAO LLAO HOTEL & RESORT, GOLF-SPA

Food runner

Aug 2019 – March 2020

- Delivered food orders promptly from the kitchen to guests’ tables, ensuring correct presentation and temperature.
- Assisted servers and kitchen staff in maintaining smooth workflow during high-volume service hours.
- Maintained cleanliness and organization of service stations, dining areas, and kitchen pass.
- Communicated effectively between front-of-house and back-of-house teams to ensure timely and efficient service.

THE HOUSE HOSTEL

Front Desk Representative

Winter Season / July 2018 – March 2019

Summer Season / Oct 2020 – March 2021

Cool and friendly hostel where the staff is composed by travelers such as the guests: people from all over the world, speaking different languages but with the same propose: share experiences and enjoy the nature.

- Coordinate smooth check-in and check-out processes.
- Provide information about the hostel's facilities and services, local attractions, transportation & tours.
- Reservations management and customers assistance by phone, email, and online booking platforms.
- Cleaning scheduling. Maintenance and repair management.

ILUM EXPERIENCE HOME

Front Desk Representative

Jan 2016 – March 2018

Under Buddhist inspiration and the concept of harmony, purity and light, this cozy and chic hotel provides personalized service to guests in the heart of Palermo Hollywood neighborhood in Buenos Aires.

- Welcome guests providing a personalized and hospitable experience. Check-in/out process.
- Managed reservations and inquires over phone calls, emails and online booking platforms.
- Daily tasks for housekeeping and maintenance crew.
- Concierge: recommendations for dining, entertainment, shopping and city tours.