



Anabella Valero

Anellavalero1@gmail.com

<https://www.linkedin.com/in/anabella-valero/>

Cell +58 412 8067272

Objective

Hotelier with more than 8 years of experience in the service industry, where I have performed, daily operation, quality control and customer service experience.

Looking for a position in the service sector, that allows me to execute all the processes in order to comply and achieve effective results. I find myself available for a new challenge that tests the skills and values that I have acquired over the years.

Experience

2023-Present - Atelier Emporio Mobile Boutique

Caracas, Venezuela

***MANAGER**

Functions: In charge of daily operation, sales, create opportunities for new clients, maintain strong business relationship with costumers, handling complains and team management.

2022-2023 - Princess Cruises LTD

United States

***ROOMS DIVISION SUPERVISOR**

Functions: performs daily inspections to ensure consistent cleanliness and sanitation, attends the needs of the guests from the first contact to the last, reports of maintenance, supervision of the team, follow company protocols and safety, resolution of complains and sales of services.

2021-2022 - Universidad Catolica Argentina

Buenos Aires, Argentina

***ADMINISTRATIVE AND COSTUMER SERVICE REPRESENTATIVE**

Functions: costumers service, calls, access control and records of the teachers, students and guests, administrative task, mails and management of different programs for fingerprint entry/QR.

2018-2020 - Sheraton Hotel and Convention Center

Buenos Aires, Argentina

***HOUSEKEEPING SUPERVISOR**

Functions: execution of different protocols, employee schedules, management of the team, rooms and publics areas, review and report of any anomaly to provide the guest an excellent experience.

2019-2020 - Hilton Hotel

Buenos Aires, Argentina

***HOSTESS FOR EVENTS**

Functions: welcome the costumers, guest registration, assign tables and guide the costumers, query or complain management, manage reservation, supporting staff, use of languages.

2015-2018 - JP Group

Caracas, Venezuela

***EXECUTIVE SERVICE FOR OIL COMPANY ROSNEFT**

Functions: vip transfer service for the expatriate, agenda and Schedule for pick up, expat tourist guide and English translator.

2008-2015 - Molto Express Restaurant

Caracas, Venezuela

***MANAGER**

Functions: planning of the operation for best results, monitoring inventory, cashier, supervision and coaching team members, place orders and payments.

SKILLS

- Commitment to service and customer orientation.
- Adaptability and strong sense of commitment.
- Communication skills and teamwork.
- Strong interpersonal skills.
- Negotiation.

LANGUAGES

- ENGLISH:** Bilingual
- PORTUGUESE:** Intermediate
- ARABIC:** Basic & studying
- FRENCH:** Basic

SOFTWARES

{ WORD, EXCEL, POWER POINT
Photoshop, Corel Draw, Illustrator & Hotel Management Programs.

EDUCATION

-2018-2020 LA SUISSE

Buenos Aires, Argentina

HOSPITALITY

Strategic knowledge and hotel planning to achieve excellence and quality.

-2009-2010 Bakery & Pastry Academy Group

Caracas, Venezuela

PASTRY CHEF

-1994-1998 Artistic Center Villasmil

Caracas, Venezuela

GRAPHIC DESIGN

TRAINING COURSES

-2024 Volunteering with the Korean Consulate and Academy

Caracas, Venezuela

Optimization and fast response to the client, to capture more sales on social media, giving the client satisfaction and a great experience.

-2024 Customer Service & Sales through Instagram and WhatsApp

Caracas, Venezuela

Optimization and fast response to the client, to capture more sales on social media, giving the client satisfaction and a great experience.

-2024 First Aid Workshop by Nueve Once & Baruta Town Hall

Caracas, Venezuela

Adequately assess an emergency situation, to provide first aid correctly and safely, and make the right decisions in critical moments. How to apply CPR and the Heimlich maneuver to Children and adults.

-2023 Service Quality and Customer Satisfaction

Princess Cruises LTD

Application of marketing strategies carried out in digital media.

-2022 Security Awareness, Marlins

Princess Cruises LTD

Procedures and tools that are implemented to protect the information that is generated and processed through computers, servers, mobile devices, networks and electronic systems.

-2021 Marketing Digital, Academia BA

Buenos Aires, Argentina

Application of marketing strategies carried out in digital media.

-2021 Ciberseguridad, Academia BA

Buenos Aires, Argentina

Procedures and tools that are implemented to protect the information that is generated and processed through computers, servers, mobile devices, networks and electronic systems.

-2019 Marriott International Hotel (Sheraton Buenos Aires)

Buenos Aires, Argentina

1- Preventing Human Trafficking

2- Loyalty

3- The ABC's of Housekeeping