

# MARIELA NOVILLO

## COSMETOLOGIST

### SUMMARY

Graduate in Cosmetology (2024) with a background in dentistry and 7 years experience in customer service as a flight attendant, demonstrating commitment to patient and client care. I pride myself on being a proactive team player.

### QUALIFICATIONS

#### Certification in Cosmetology, 06/23 - 07/24

Universidad del Valle, Cochabamba, Bolivia

#### Modules included:

- Electroporation, high frequency, chemical peels, microneedling, radio frequency, criolipolysis, cavitation, hydrodermabrasion

#### Workshop: Botulinum Toxin, 24-5/08/24

Toxta, Cochabamba, Bolivia

### CUSTOMER SERVICE WORK EXPERIENCE

#### Flight Attendant

Boliviana de Aviación (BOA), Bolivia | 01/2017-10/2023

- Customer Service: accommodating passenger needs, resolving arising issues, first aid assistance.
- Welcoming passengers onboard and delivering briefings.
- Delivering safety demonstrations and emergency and evacuation management.
- Representing the brand and image of the airline in a formal, profession manner.

#### Dentist

Odem Dental Practice, Cochabamba, Bolivia | 2010-2017

- Delivering dental treatments and consultations.
- Cleaning and preparing tools and equipment, following strict WHO hygiene and biosecurity regulations.
- Managing and updating customer dental records.
- Undertaking X-rays.

### EDUCATION

📖 **Certification in Flight Attendance,**  
Instituto Nacional de Aviación Civil, Bolivia, 2016

📖 **Bachelor's Degree in Dentistry,**  
Universidad Privada del Valle, Bolivia, 2013

### CONTACT DETAILS

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### LANGUAGES

English - intermediate level B2  
Spanish - native speaker

### SKILLS

Customer service  
Compelling communication  
Empathy  
Organization  
Adaptability