



AGUSTIN BORDA

Marketing Student, 26 years old.



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Mitre y Moreno 2011 7-A

Professional Profile

Objectives:

To contribute to the growth of dynamic organizations through skills in customer management, operations, and auditing. Experience in customer service, process administration, and team coordination, with a focus on efficiency, innovation, and user satisfaction.

Knowledge:

Management of interpersonal relationships in dynamic environments.

Strategic planning and process administration.

Optimization of operations through audits and data analysis.

Effective communication skills and conflict resolution.

Management of digital platforms: Opera, Todoalojamiento, Microsoft Office (Excel, Word, PowerPoint).

Knowledge of digital marketing and commercial strategies in development.

Intermediate English (with terminology applied to business and service).

Analysis and management tools: Advanced Excel, CRM, and reservation software.

Education:

Fasta University – Marketing Technician (2023 – Present)

CAECE University – Bachelor's in Business and Systems Management (2021 – 2022)

National Military School (2020 – 2021) United

Nations Secondary School – High School Diploma

Experience

Receptionist - Hotel Clarens and Hotel Manilla (First half of December 2021)

Guest management and assistance in special events.

Cadet - Valles Hotel Chain (December 2021 - February 2022)

Support in logistics, reception, and customer service in high-flow hotels.

Receptionist - Valles Hotel Chain (March 2022 - June 2022)

Check-in and check-out processing with Todoalojamiento management.

Implementation of operational improvements to reduce waiting times.

Receptionist and Night Auditor – Sheraton Hotel (December 2022 – Present)

Supervision of nightly operations and auditing of daily transactions.

Personalized service for VIP clients, ensuring a 98% satisfaction rate. Conflict resolution and

handling of complaints with a focus on customer loyalty.

Reservations Agent – Sheraton Hotel (December 2023 – May 2024)

Comprehensive management of domestic and international reservations.