

# PALOMA IGNACIA SILVA GARFIAS

## CONTACT INFORMATION

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12 September 2000

Chilean

## SKILLS

- Ability to perform well under pressure
- Teamwork Proactive
- Responsible and reliable
- Excellent customer service
- Team
- Team coordination
- Empathetic
- Attentive to detail
- Advanced English

## OBJETIVE

Professional with 5 years of experience in customer service and group management. Strong communication skills and professional demeanor. Proven ability to work effectively in team environments, with excellent interpersonal skills and a client-focused mindset. Reliable, honest, and well-organized, with a proactive and adaptable approach to changing environments. Goal-oriented and committed to delivering exceptional customer experiences.

## EXPERIENCE

### Year 2019

Full-time Sales Associate focused on providing outstanding customer service and ensuring a satisfying shopping experience.

- La Fete Chocolat.

### Year 2019 to 2022.

Waitress with extensive experience in restaurants and event venues, providing high-quality customer service in fast-paced environments. Skilled in managing large groups, handling special requests, and resolving daily operational issues with efficiency and professionalism. Consistently recognized for ensuring guest satisfaction and creating positive dining experiences.

- Restaurant MASTICA - Lo Barnechea
- Prince of Wales Queen’s Country Club
- Bar Tquila

### Year 2023 to present.

Receptionist and Hostess in hospitality and gastronomy companies, engaging with clients of all ages, nationalities, and cultural backgrounds. Skilled in welcoming guests, managing reservations, and providing personalized service in diverse and multicultural environments

- Hotel Regal Pacific
- Restaurant Santa Brasa
- La Cabrera Alonso de Cordova

## EDUCATION

### Cosmetology

Instituto Levinia Manfredini year 2019 to 2022.

### Advanced English course

Level C1 in English, EF Oxford UK.