



JAVIER RAFAEL MUNOZ

GUEST SERVICE AGENT

CONTACT

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- in/javierrafaelmunoz/

EDUCATION

- 2016-2018**
COE
 - Bachelor's Degree in Event Planning & Public Relations.
- 2013-2015**
VATEL BUENOS AIRES
 - Bachelor's Degree in International Hotel Management.

LANGUAGE

- SPANISH NATIVE
- ENGLISH FLUENT
- PORTUGUESE FLUENT

PROFILE

A front desk specialist with seven years of experience serving as the initial point of contact for customers and clients. Possessing robust multitasking abilities, exceptional communication, and strong interpersonal skills, adept at managing all front office operations seamlessly.

WORK EXPERIENCE

- MSC CRUISES** **NOV 2023 - PRESENT**
Guest Service Agent
- WALDORF ASTORIA DOHA WEST BAY** **DOHA, QATAR**
Guest Service Agent **OCT 2022 - JUL 2023**
- WINDSOR TOWER** **RIO DE JANEIRO, BRAZIL**
Guest Service Agent **MAY 2021 - OCT 2022**
- POUSADA PEDRA DA LAGUNA** **RIO DE JANEIRO, BRAZIL**
Guest Service Agent **OCT 2019 - OCT 2021**
- KER URQUIZA HOTEL** **BUENOS AIRES, ARGENTINA**
Guest Service Agent **DEC 2018 - OCT 2019**
- ESPLENDOR PLAZA FRANCIA** **BUENOS AIRES, ARGENTINA**
Guest Service Agent **JAN 2016 - DEC 2018**

SKILLS

- Microsoft Outlook
- Microsoft Office
- Amadeus
- Opera
- Otalio
- First aid basics
- STCW certificate