



ALDANA BELÉN PAZ

Comodoro Rivadavia, Chubut | +54 9 297 539 9088 | aldipaaz@gmail.com

[linkedin.com/in/aldana-paz-893912152](https://www.linkedin.com/in/aldana-paz-893912152) | September 29, 1997

Guest Service Professional | Cruise Receptionist Candidate

PROFESSIONAL PROFILE

Enthusiastic Tourism Technician with experience in hospitality, billing, and guest service. Seeking a position as a Receptionist on board international cruise ships

I stand out for my service-oriented attitude, warmth in interactions, problem-solving, and effective communication with clients from diverse cultures.

With language skills, digital expertise, and system management experience, I am prepared to join the guest service team on board international cruise ships.

WORK EXPERIENCE

- *Hotel Austral (four stars) | Reception Assistant and Cashier (Sep 2023 – Feb 2025)*

- Personalized service to national and international guests.
- Check-in, check-out, reservation management, billing, and phone assistance.

Web: <https://www.australhotel.com.ar/>

- *New Fitness | Store Manager (Apr 2016 – Aug 2023)*

- In-store customer service, sales, and product advice.
- Cash handling, supplier management, and inventory control.

Web: <https://www.facebook.com/newfitness.cr>

- *Freelance | Community Manager (Sep 2018 – Present)*

- Customer communication via social media and WhatsApp Business.
- Visual content creation and digital brand management.

EDUCATION

- Tourism Technician – National University of Patagonia San Juan Bosco (2016 – 2022)
- High School Diploma in Communication – Patagonian University High School (2015)
- English Studies – New English Time Institute (2006 – 2015)

COURSES AND CERTIFICATIONS

- Sales Techniques – CAME Business School (2025)
- Leadership, Coaching, and Change Management – CAME (2025)
- Excel Data Management – Chamber of Commerce (2025)
- Digital Storytelling – Santander Bank & University of Chicago (2025)
- Advanced English-Spanish Translation – Institute of Modern Languages (2022)
- Public Service at ExpoTourism – Aerolíneas Argentinas (2019)
- First Certificate in English – B1 Level (2015)
- DELF – French A2 Level (2014)

LANGUAGES

Spanish: Native | English: Advanced | French: Intermediate

SKILLS

- Customer service and warm interaction with diverse cultures
- Conflict resolution and assertive communication
- Reservation management, billing, and cash handling
- Teamwork and ability to work under pressure
- Foreign languages: English and French
- Social media, digital tools, and Microsoft Office proficiency

REFERENCES

Miriam Michno – Manager, New Fitness | 297-4330524

Miguel Di Rocco – HR, Hotel Austral | 297-4472200

AVAILABILITY

Available to relocate and travel worldwide. Valid passport. Fully available for rotational shifts and onboard contracts.