



CINTIA YANINA VARGAS

📍 Location, Malta (Fgura City) Argentinian Nationality

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Experienced professional in customer support, management, event organization, marketing.

Proven record in resolving customer issues, leading teams, planning successful events, and driving revenue through sales. Strong communicator and customer service driven. Ready to contribute to business success.

EXPERIENCE

ASSISTANT MANAGER -06/2023 to Present **IBB Palazzo Bettina Hotel Boutique 4 stars. Malta, Birgu**

Oversee daily hotel operations, ensuring ambitious standards of service. Optima system. Manage staff schedules and conduct performance evaluations. Managing: OTA and CRM-Optima system, Microsoft team, CCTV Cameras, and providers
Serve breakfast in the hotel's restaurant and supply exceptional concierge support to guests. Helping then with bookings and trip around the island.

ASSISTANT BAR MANAGER -06/2022 to August **Brasserie Zee lust. Netherlands**

I help the bar manager in overseeing the day-to-day operations of the bar. This includes supervising and training staff, ensuring inventory is properly stocked, supporting cleanliness and organization, and provide excellent customer service. Also manage administrative tasks such as scheduling and ordering supplies. Barista and Bartender task dairy basis. I learn to speak little bit Dutch for my day-by-day interaction with guest and Employees.

ASSISTANT MANAGER -10/2021 -Free lancer **Hospitality Staffing, London, U.K**

Drove sales and controlled costs to support revenue and profitability targets. Maintained positive, professional working environment to optimize staff and customer satisfaction.
Implemented strict quality standards for consistent company representation across multiple channels. Supervised and delegated tasks to employees to meet key productivity. Travel around the UK for different events supplying support and different areas.

CUSTOMER SUPPORT REMOTE - 02/2022 - 01/2023 **Tulu. Ltd, Worldwide**

The company is equipped to track usage, availability, and customer satisfaction, ensuring that both quality and stock are kept at elevated levels. Received and responded to high-volume correspondence via email and live chat, about technical malfunctions, and issues to fix remotely.

Performed administrative tasks, document management and report development. Handle clients reports in Excel format to supervisors. Manage the company CRM in beta version.

NIGHT GENERAL MANAGER AND AUDITOR- 12/2020 06/2021
Casa Malca, Tulum, Mexico

Built and supported loyal, long-term customer relationships through effective accounting, management and concierge treatment. Generated daily operational sales reports for corrective action or continuous improvement. Managing the Opera system and using Excel for various tasks. Balancing accounts from the day shift and reconciling all accounts. Ensuring smooth operations of the front desk and accounting functions.

HOTEL GENERAL MANAGER- 03/2019 - 07/2020
Luxury and Living Technology (Sansuna, The Rose) St. Julians, Malta

Responsibility for the preparation, presentation, and later achievement of the hotel's annual Operating budget. Utilizing Facebook and Instagram to continue advertising and reach a broader audience, using various digital media tools. Helping in the procurement of operating supplies and equipment, as well as contracting with third-party vendors for essential equipment.

Managed profit, reporting, ensuring revenue, costs and data records were used to seek areas for growth and generated reports. Checked equipment for faults, flaws or defects and scheduled revision.

HOTEL MANAGER- 01/2018 - 12/2019
Secret place Coworking, Koh Phangan, Thailand

Helped improve customer service, quality assurance and service speed by developing and implementing successful solutions.

Assisted guests at check-in, providing information on Concierge services.

Ensured that guest complaints were managed in the most effective manner.

Hired and mentored new employees while showing many types of software's to apply.

Helping find Marketing trends and key opportunities for innovation.

MARKETING ASSISTANT- 06/2015 - 01/2016
Alcatel One Touch, China & Argentina

Undertaking daily administrative tasks to ensure the functionality and coordination of the department's activities.

Assisting marketing executives in organizing and coordinating various projects, preparing PowerPoint presentations to convey innovative ideas.

Supplying coaching and support to new employees.

Conducting market research and analysing consumer rating reports.

Managing the launch events and organizing the introduction of new models in the smartphone market.

Designing and overseeing marketing events for advertising.

Compiling reports that detail campaign performance and analyse customer engagement.

MARKETING ASSISTANT- 10/2011 - 02/2013
Maycar SA, Buenos Aires, Argentina

Drafted internal and external communication to colleagues, stakeholders and to customers. Finding customer's needs, clarifying information, researching every issue, and supplying suitable solutions or alternatives.

Building sustainable relationships with customers and engaging them.

Meeting personal and team targets, both in terms of quality and quantity, to ensure customer satisfaction and business success. Wrote copy for advertisements, email communications and media. Employed external sales and promotions teams to maximize campaign.

RETAIL SALES SUPERVISOR AND TRAINER- 06/2005 - 08/2011
Fravega. Sa, Buenos Aires, Argentina

Conducting cost-benefit analyses of existing and potential customers.

Acting as a corporate trainer, guiding employees to enhance their skills, competencies, and knowledge in alignment with the company's needs.

Managing administrative tasks and generating reports to keep correct records. Planning of Monthly sales stoking. Keep the exhibition of various products in excellent condition.

Promoted unique offers and loyalty programs like Marketing strategy. Kept sufficient inventory and stock on shelves and in storerooms.

CORE QUALIFICATIONS

Communication: Strong verbal and written communication skills.

Problem-Solving: Capable of finding and resolving customer issues.

Customer Relationship Management: Proficient CRM tools to manage customer interactions, track sales leads.

Leadership and Teamwork: Experienced in motivating and inspiring teams.

Negotiation: Skilled in effectively negotiating contracts, pricing, terms.

Adaptability: Proved flexibility in adapting to demanding environments.

EDUCATION

University of Quilmes, Buenos Aires, 01/2001 - 01/2005

Tourism and Hotel Administration

Microsoft Office, Opera, Optima, and other CRM

Event Crown Academy, Studying **Event Management**

ACCOMPLISHMENT

Was honoured to be chosen as one of the five winners who had the opportunity to embark on a European tour with Motorola and attend a sensational U2 concert. This allowed me to further expand my knowledge of the industry and experience diverse cultures and languages, this pushes me to travel around the world.

LANGUAGES

Spanish: Native Language

English: C1- Advance

Italian: A1- Basic

INTEREST

Teaching Yoga. I have travelled around the world for 7 years. I have visited forty countries.

My hobbies are Pet sitting. House sitting. Event Organizeer.
