

Brenda Olvera Nieto

Hospitality Industry

Passionate about the luxury resorts guest experience with a strong retail management background and the desire to build a team that elevates the guest experience, increases retention, and achieves growth within a company.

EDUCATION & TRAINING

Bachelor in Languages | 2008 - 2012

Universidad Mexicana Polanco, Mexico City

SPA Therapist Certificate | 2022

Litsea, Training Institute Playa Del Carmen, Qroo, Mx

SPA Cosmetology, 20 hours course | 2023

ICATQR, Training Institute, Playa Del Carmen, Qroo, Mx

PROFESSIONAL EXPERIENCE

Spa Manager

Grand Fiesta Americana Chapultepec, CDMX | Current

Oversee the daily operations of SPA, ensuring exceptional guest experiences, service quality, and operational efficiency. Managing spa staff, coordinating treatments and services, handling guest inquiries and maintaining spa facilities to create a relaxing environment. Always working on marketing initiatives, financial planning, and developing strategies to enhance spa revenue and guest satisfaction.

Spa Supervisor/ Spa Host

Andaz Mayakoba, Playa del Carmen | 2020 - 2024

Provide administrative and operation support to the Spa Manager including employee scheduling, payroll, reporting, cost management, marketing, inventories, hiring, and fostering vendor relationships.

Implement and create new experiences and innovative treatments for all guests to ensure service quality and compliance with spa standards.

Coordinate therapist treatments, spa attendants and receptionists in daily operations and all areas.

Front Supervisor / Front desk clerk

Secrets Maroma, Playa Del Carmen | 2016 - 2020

Oversee daily operations of the front desk, including check-ins, check-outs, and guest requests to ensure efficient and smooth processes.

Swift and effective coordination with housekeeping and service staff to resolve client issues, complains and requests.

Train, mentor and supervise front desk staff, fostering a collaborative team environment.

Front Desk Clerk

Paradisus Melia, Playa del Carmen | 2012 - 2014

Assist guests with check-in/check-out processes and payment. Handle/resolve client complaints/requests.

Answer phone calls and emails regarding hotel services and local attractions.



CONTACT

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📍 CDMX

SKILLS

- Strong leadership and team management
- Communication/Customer Service
- Conflict resolution and problem solving
- Multitask and manage time effectively
- Attention to detail/ organizational skills
- Opera PMS/ POS systems
- Book4time SPA Software
- Innsist PMS & Innsist SPA
- ABRHILSOFT
- BirchStreet System
- Microsoft Office
- Google Suites

LANGUAGES

- **English** Advanced
- **French** B1
- **Spanish** Native

REFERENCES

Spa Manager | Andaz Mayakoba
Yoly Jimenez
+2 984 876 8779

Front Desk Manager | Secrets Maroma
Julieta Broca
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