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## SUMMARY

Proactive Assistant Manager with over 3 years of experience in customer service and sales. Notable skills in reservation management and problem-solving, resulting in increased customer satisfaction in previous roles. Remarkable achievements include a rise in monthly sales in the retail sector and consistently positive feedback in tourism environments. Ready to contribute strong experience and a results-oriented approach to support management, ensuring efficient and effective team operations.

## WORK EXPERIENCE

02/2024 - 10/2024

Sucre, Bolivia

Receptionist, Hostal Copacabana

Assisted guests with check-in and check-out, ensuring a smooth and efficient process. Provided information about hotel services, local attractions, and personalized recommendations.

Managed reservations and modifications in the hotel management system, maintaining accurate availability records.

Handled guest inquiries and complaints, resolving issues effectively and professionally.

Collaborated with other departments to ensure an exceptional guest experience.

03/2021 - 12/2022

Sucre, Bolivia

Tour Guide, Cretasic Tours and Danita Tours

Conducted guided tours in English and French, providing detailed information about local history, culture, and attractions.

Developed personalized itineraries for groups and individual tourists, adapting experiences to their interests.

Fostered a welcoming and friendly atmosphere, ensuring visitors felt comfortable and welcome.

Received positive feedback from clients, contributing to an increase in bookings and recommendations.

01/2023 - 12/2023

Waitress, Cafe Mirador

San Miguel

Provided exceptional customer service, taking orders and serving food and beverages efficiently.

Maintained the cleanliness and organization of the work area, ensuring a pleasant environment for customers.

Collaborated with the team to achieve sales goals and improve customer satisfaction.

Managed the cash register system, processing payments and handling transactions accurately.

02/2018 - 12/2019

Sucre

Salesperson, Maria Clotilde Clothing Store

Advised customers on clothing selection, achieving an increase in monthly sales.

Maintained the order and presentation of the store, ensuring a pleasant environment for customers.

Conducted inventories and assisted in product restocking, contributing to operational efficiency.

01/2019 - 01/2020

Sucre

Salesperson, Bata Manaco Shoe Store

Provided personalized attention to customers, helping them find the appropriate footwear according to their needs.

Achieved and exceeded sales targets set by the store, contributing to business growth.

Collaborated in the organization of promotions and special events, increasing the store's visibility.

## EDUCATION

01/2021 - 12/2025

Universidad San Francisco Xavier de Chuquisaca

Bachelor's Degree in Tourism

Sucre, Bolivia

## SKILLS

Computer proficiency

Group management

Knowledge of the hospitality area

Administrative management

Leadership

Customer service

Hotel management system handling

Teamwork

Effective communication

Problem-solving

Sales

Organization

Adaptability

## LANGUAGES

English

French

## OTHER INFORMATION

I am Bolivian, currently living in Argentina, and I have a temporary ID (DNI precaria). I am available and have documentation on hand for any inquiries.