



Daiana Elizabeth Svetaz

SPA & WELLNESS PROFESSIONAL | CUSTOMER
EXPERIENCE | TEAM COORDINATION

Professional Summary

Multidisciplinary professional with strong experience in customer service, team coordination, and beauty care. I bring empathy, organization, and a genuine passion for wellness and skincare. Currently pursuing a University Degree in Cosmetology and Dermocosmetology, and looking to contribute to spa and hospitality teams aboard cruise ships or in high-end wellness environments.

Skills

- Customer Service & Client Relations
- Team Leadership & Coordination
- Spa & Wellness Operations
- Sales & Product Advising
- Facial and Body Treatments
- Conflict Resolution
- Agile Mindset & Flexibility
- Time Management & Multitasking

Certifications & Education

Technicature in Cosmetology and Cosmeatrics (Ongoing)
Universidad Nacional del Litoral –
Santa Fe, Argentina

Brow Lamination & Lash Lifting
Omnia Formación – Certified, 2024

Hair Loss Treatment (Alopecia Focus)
Omnia Formación – Certified, 2024

Additional Information

- Valid Passport (Argentina)
- Valid US B1/B2 Visa



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Work Experience

Team Leader & Agile Project Coordination

On City | Credito Argentino

Jul 2021 – Present

- Lead multidisciplinary teams through agile frameworks, focusing on strategic alignment, ownership, and continuous delivery.
- Coordinate and facilitate collaborative spaces to boost team mindset, clarity, and accountability.
- Support teams in reaching performance goals and key KPIs, improving both process efficiency and customer satisfaction.
- Bridge communication between technical and administrative units, ensuring cohesion and value delivery across departments.

Freelance Spa & Beauty Specialist

ANTA Beauty Studio

Apr 2024 – Present

- Provide personalized brow and lash treatments, ensuring high client satisfaction and loyalty.
- Manage all aspects of the business: scheduling, product inventory, and social media promotion.
- Maintain hygiene standards and offer skincare advice based on client needs.
- Certified in brow lamination, lash lifting, and alopecia-specific facial care.

Customer Service Agent

Ibero Asistencia | Mawdy

Nov 2018 – Jun 2021

- Handled high-volume inbound calls, resolving client concerns with empathy, efficiency, and professionalism.
- Maintained service quality standards under pressure and built strong communication and problem-solving skills.
- Developed the ability to remain calm in fast-paced environments and adapt to client needs quickly.