



MARCELA DEL ROSARIO CATANIA

TOURISM AND HOSPITALITY

After years of experience in the area of tourism and hospitality, I have made the decision to reorient my professional career with the aim of continuing to learn and, also, to contribute all my experience acquired in sales, attention to the public, reception, management and administration, contributing Value in the company in which I find me.

My main objective is to develop professionally and evolve professionally, so that I look for opportunities that allow me to do it, while trying to align myself completely with the company's objectives.

LANGUAGES

ENGLISH A2-B1 Pre-intermedio

PORTUGUESE B1 Intermedio

🏠 Mendoza, Argentina

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SKILLS

Teamwork
initiative
Responsibility
Leadership
Customer orientation

AVAILABILITY

FULL TIME
Immediate incorporation

Work experience

Septiembre 2022 – Mayo 2024

TRAVEL EXPRESS TOUR OPERATOR | Manager

Manager/ administrative: assembly of budgets for each area. BANK PROCEDURES. Payment of taxes. Salary reports. Shopping. Treatment and payment with tourist suppliers. Personnel task control. Planning of different areas. Personal administration Conflict resolution.

Sales: B2C sales management. Work together with the marketing area to generate strategies and get new leads. On -site sales, telephone, social networks and in zoom meetings. After -sales monitoring

Public Attention: Attention to Consultations of Potential Clients, current clients in person and telephone. Charges.

2017 – 2022

TURISMO UNCUYO | Customer service. Sales. Administration.

Administrative: Preparation of social tourism projects. Preparation and dissemination of satisfaction surveys. Administration of tourist complexes belonging to UNCuyo during summer season with personnel in charge. Suitability procedures. Box management and closure.

Sales: B2B and B2C sales management in services in person and by digital channels. After -sales monitoring.

Customer service: receptionist. Customer consultation care, in person and telephone. Cash management.

2016 – 2017

CHANDÓN ARGENTINA, LVMH | Receptionist. Hospitality. Tourism Guide

Receptionist and guide: reception of tourists and guided visits by the winery with tastings. Reservations by e-mail and telephone.

Sales: Sales of products in a visit center. Cash management with different means of payment.

Education

2013 – 2021
CHAMPAGNAT UNIVERSITY
Degree in Tourism (graduated)

Courses

2022
UNIVERSIDAD NACIONAL DE CÓRDOBA
Teach in virtuality

2022
UNIVERSIDAD NACIONAL DE CUYO
Higher education curriculum

2020
CREHANA
Business Digital Marketing

2022
CAPACITAS
Community Manager

2015
ISTEEC
Strategic Tourism Planning

2012
ESAPA
Windows Application Operator

2012
ESAPA
Graphic Operations Operator