

MELODY TABOAS

Argentinian, born on October 13 1984, Single, No children
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Education

(March/2009) to (July/2015):

UCES

Bachelor's degree in human resources

Paraguay 1401, Argentina (www.uces.edu.ar)

Work Experience

November 2020 - present

Melito Nails, Buenos Aires, Argentina (www.melitonails.com.ar)

Founder & CEO: Founded and managed my own business specializing in nail care products, education, and personal services. Managed all business operations including inventory, customer service, marketing, and finance. Helped clients and students improve their self-esteem by learning new skills and expressing creativity through nail art.

December 2010 – November 2020

Starbucks Coffee Argentina, Buenos Aires, Argentina (www.starbucks.com.ar)

Operations and Guest Service Manager: I led operations and guest services for Argentina (131 stores) and Uruguay (16 stores), coordinating teams and training to ensure brand standards, improve operational efficiency, and enhance customer experience. I served as the primary liaison between operations and support staff, implementing processes and successfully launching new products.

Barista: As a Starbucks Barista, I deliver exceptional customer service by preparing high-quality beverages, maintaining cleanliness, and ensuring smooth operations. I collaborate with team members to create a positive environment and provide a memorable experience for guests.

October 2000 – September 2010

Arcos Dorados S.A, Buenos Aires, Argentina (www.mcdonalds.com.ar)

Store Manager: I oversaw daily operations, ensuring efficient service and high-quality food while managing a team to meet company standards. I was responsible for inventory control, staff training, maintaining a positive customer experience, and achieving operational and business performance results.

Awards & Achievements (If Applicable)

- 2006 – Selected as a coach for the implementation of a new operational system across stores in Buenos Aires, interior Argentina, Paraguay, and Uruguay.

- 2013 – Bravo Award received for sales results, customer satisfaction, and business profitability.
- 2016 – Bravo Award received for innovation in Starbucks Learning.
- 2017 – Start-up of Starbucks Uruguay (HR).
- 2018 – Recognition for the launch of Starbucks in Uruguay.
- 2019 – Project Launches: Delivery / Customer Experience and Customer Voice in Argentina & Uruguay.
- 2019 – ECO Result (Gallup) for direct team: 4.52
- 2020 – PM & Comprehensive Leadership of the Baked in Store Project for Argentina.

Seminars ,Trainings & Courses

November 2008 - PEG (Effective Management Practices) Coordinating groups, leadership, job interviews etc. Provided by MCD

July 2009 - 7 Habits of Highly Effective People - Principle-Centered Leadership. Personal and Professional Effectiveness (Delivered by a facilitator from the Franklin Covey Association)

Languages

- **Spanish:** Native proficiency.
- **English:** Advanced (Fluent in both written and spoken communication).

Computer Skills

- Windows Package: Intermediate knowledge
- Office Package. Intermediate level
- Oracle: I-procurement / I-expenses

Certifications

March 2011 – Barista Certification at Starbucks Coffee

January 2012 – Coffee Master certification

References

Marcela Frassinelli. Human Resources Director. Starbucks Coffee SA. St. Libertador Argentina
Tel: +54 9114177-4046 . www.starbucks.com.ar