

Hermanos Cabot 7923,  
Las Condes, Stgo.

Rut: 18.408.631-K  
+56920860246  
By.monty11@gmail.com

# Montserrat Carreño Z.

I am a proactive and enthusiastic individual with strong teamwork skills. I have a proven ability to resolve issues autonomously and efficiently, with experience in customer service, the hospitality industry, and providing personalized service focused on client satisfaction. I excel in high-pressure environments while maintaining a positive attitude. I am a native Spanish speaker and have advanced proficiency in English.

## Skills and competencies

- **Creativity and innovation:** Ability to generate original ideas and provide creative solutions that enhance processes and outcomes.
- **Positive leadership:** Capacity to inspire, motivate, and guide teams towards achieving common goals while fostering a collaborative environment.
- **Autonomy in decision-making:** Analytical and strategic approach to identifying challenges and making effective decisions independently and responsibly.

## Professional Experience

**Receptionist – Hostel Estoril** (Buenos Aires, Argentina) | 2014 - 2015  
Customer service at Hostel Estoril in Buenos Aires. I worked as part of the reception team, responsible for check-ins, providing personalized guest assistance, and offering information about the hotel and the city.

**Receptionist – EF St. Leonards** (England) | May 2016 – September 2016  
Reception and accommodation of international students from France, Spain, and Italy in English language exchange programs. I also provided guidance on activities and available services within the establishment.

**Hotel White Rocks** (Hastings, England) | 2016 – 2017  
Customer service and guest accommodation. Additionally, I worked as a host at the hotel's bar, ensuring a personalized and enjoyable experience for guests.

**Albion Pub & Restaurant** (Hastings, England) | 2017 – 2019  
Part-time role, mainly in customer service and bar duties. I provided efficient and friendly service, contributing to a welcoming environment for all customers.

## Education

**Amanda Labarca School** 2000 - 2012

**Universidad UNIACC** 2023 -  
Actualmente cursando la carrera de Derecho, en modo vespertino.

## **Language and Communication**

- Native Spanish – Advanced English.
- Excellent interpersonal communication skills, enabling effective collaboration and mutual understanding in diverse settings.
- Software Proficiency
- Proficient in Microsoft Office (Word, Excel, PowerPoint).
- Advanced skills in Photoshop and Illustrator.
- Knowledge of AutoCAD for design and planning.
- Proficient in Canva and social media management for content creation and digital strategies.