






NATHALI BRAVO

Front Desk Supervisor

Profile

Hospitality professional with experience in front desk reception, concierge roles and reservation department. Skilled in inclusive customer service while managing multiple tasks to ensure positive guest experiences.

-  +54 911 54251244
-  genesisbravo_2@hotmail.com
-  Ciudad Autónoma de Buenos Aires, Argentina

Education

Technical degree in Hospitality and Tourism
Instituto Universitario Americo Vespucio
2012- 2015

Expertise

Arion hotel system.
Opera hotel system.
Microsoft Office

Language

Spanish - Native
English - Intermediate
Portuguese - Basic

Work Experience

2018
-
Present

Intersur Recoleta Hotel (Argentina)

Front Desk Supervisor

- Handled guest complaints.
- Oversee the front desk operations.
- Coordinate with other departments, to ensure seamless coordination and the delivery of a consistent guest experience.
- Check in and check out process - billing process - concierge activities.
- Manage room availability and reservations.

2017
-
2019

Suites Catalinas Hotel (Argentina)

Recepcionist

- Greet and welcome guests.
- Handle check-in and check-out procedures.
- Handle guest accounts and transactions.

2014
-
2016

Lincoln Suites Hotel (Venezuela)

Recepcionist

- Greet and welcome guests.
- Handle check-in and check-out procedures.
- Handle guest accounts and transactions.

2010
-
2013

Paseo Las Mercedes Hotel (Venezuela)

Hotel Reservation Agent

- Processed all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Maintain an inventory of vacancies reservations and room assignments
- Inform customers of hotel amenities and make recommendations