



GIOVANA DRAGO NUÑEZ

TOURISM AND HOSPITALITY
02/01/1972

OBJECTIVE

Passionate and bilingual professional with experience in customer service and a proven record working in multi-cultural backgrounds. My objective is to contribute to passengers' safety and comfort by bringing exemplary service and maintaining high standards of professionalism.

SKILLS

- Excellent communication
- Willingness to offer exceptional customer service
- Conscience and preparation for safety
- Ability to work in teams
- Adaptability and resilience
- Intermediate Italian
- Fluent English

Experience

- Pharmaris Paraguay
2020-2023
CUSTOMER SERVICE
- NORWEGIAN CRUISE LINE
CASINO PIT SUPERVISOR
2017 -2019
- MEDITERRANEAN CRUISE SHIP (MSC)
CASINO PIT SUPERVISOR
2014 -2017
- AVIANCA AIRLINES
2013 -2014
- MEDITERRANEAN CRUISE SHIP (MSC)
2010 - 2012
CASINO SUPERVISOR
- ROYAL CARIBBEAN GROUP
2002-2008
CASINO DEALER/SUPERVISOR

EDUCATION BACKGROUND

- Sacred Heart University for Women (UNIFE)
Social Communication
- ADEX
International Commerce
- Avianca Airlines
Training course for cabin crew
- NORWEGIAN CRUISE LINE
New Manager Training.
(Introduction to management, leading and delegating, coaching and motivating)



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