

# ARANZAZÚ

## VERDAD MEDINA

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### SKILLS

Teamwork • Leadership • Guest service  
Public Relations • Communication  
Problem Solving • Adaptability



### EDUCATION

#### BSc Tourism Resource Management

Universidad de Guanajuato.  
GPA 3.7  
August 2014 - December 2018.



### INTERNSHIPS

#### Ministry of Tourism of Guanajuato

Tourism Promoter  
July 2015

#### Festival Internacional Cervantino

Artistic groups host  
October 2015

#### Hotsson Hotel

Reception Team Member  
June 2018

#### Telus Spark, Calgary, Canada

Exhibition and Visitor Services  
June 2017



### LANGUAGES

**Spanish** Native language  
**English** C-1  
**French** A-2



### WORK EXPERIENCE

#### "El Chauistle" Restaurant

**Afternoon Shift Manager**  
July - December 2018

- Supervised daily operations to ensure all areas of the restaurant functioned smoothly, including staff coordination, inventory checks, and communication with suppliers.
- Handled cash flow, processed customer payments, performed end-of-day cash reconciliations.
- Focused on delivering exceptional customer experiences by maintaining high service standards.

#### Parador del Convento Hotel

**Front Desk and Administrative Support**  
June 2018 - June 2019

- Customer service, ensuring prompt and professional interactions with guests.
- Processed payments, coordinated with housekeeping and maintenance, and promoted hotel services to enhance guest satisfaction.
- Handled check-ins/outs, managed reservations, and resolved inquiries to ensure a positive experience.

**Technical Assistance in the Promotion of Ethical Values and Gender Equality**  
July 2019 - December 2021

- Overseeing adherence to the Mexican Labor Standards for equality and non-discrimination within the Minister of Education.
- Providing essential support to the Technical Secretary of the Equality and Labor Inclusion Committee, involving the tracking of agreements and the formulation of work plans and events to attain defined objectives.

#### Ministry of Education for the State of Guanajuato

**Technical Advisor to the office of the Minister of Education for the state of Guanajuato**  
January 2022 - June 2024

- Assistant to the Secretary of Education during events and meetings. Public relations.
- Coordination of Educational Events. Protocol and image management.
- Interdepartmental coordination to address government concerns; program and database management.