

Loriana Furini Rovalo

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Address: Rosario, Santa Fe, Argentina, (Home)



About me :

Dynamic profile focused on guest services relations, supported by knowledge in marketing, languages, and communications. I seek to take a new opportunity to grow professionally in the area while maintaining the company standards with ease and precision.

Languages: Spanish (Native) English (Advanced) Portuguese (Intermediate)

Work experience:

JUNIOR ASSISTANT PURSER - PRINCESS CRUISES 02/12/2024 - 03/03/2025 Florida, United States .

- Ensure an excellent guest experience onboard
- Phone and chat communication
- Incidences resolution and follow up
- Financial operation handling
- Night Shift Support

CUSTOMER SERVICE REPRESENTATIVE -TELEPERFORMANCE (ADOBE) 10/10/2023 - 10/10/2024
Lisboa, Portugal

- First line of contact with clients through phone, email, and chat.
- Provide financial and technical support.
- Work with Microsoft and Creative Cloud software.

HOSTESS - HARD ROCK CAFÉ INTERNATIONAL 15/01/2023 - 15/08/2023 Lisboa, Portugal

- Greeting and seating guests.
- Providing information about the menu and restaurant history.
- Coordinate and manage reservations and special menu requests.
- Building relationships to ensure guest loyalty and personalized experiences.

DELIVERY LOGISTICS - MARVEL FOOD 01/06/2022 - 01/12/2022 Rosario, Argentina

- In-store customer service
- Cash and payment operations
- Drafting promotions on social media and customer service
- Delivery assignment and logistics
- Lead and coordinate delivery team

INSURANCE SALES AGENT - PREVENCIÓN SALUD 25/04/2021 - 20/12/2021 Rosario, Argentina

- Insurance selling process .
- Telephone and online marketing.
- Documentation and administrative process control.
- Clients support and assistance with claims or renewal policy.

Education:

SECURITY AWARENESS FOR SEAFARERS (STCW) *Republic of Liberia - LISCR Website*

COMMUNITY MANAGEMENT AND MARKETING DIGITAL *Universidad Abierta Interamericana*

B2 CERTIFIED ENGLISH *Cambridge University - Rosario, Argentina .*

SECONDARY SCHOOL *E.E.M 432 Bernardino Rivadavia - Rosario, Argentina*