



IÑAKI URTASUN

TOURISM AND HOTEL MANAGEMENT

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PROFILE

Enthusiastic and detail-oriented hospitality professional with over three years of experience in front desk and guest service roles. Adept in customer care, reservation systems, and problem-solving. Proven ability to perform under pressure, multitask, and consistently deliver top-tier service in fast-paced environments.

Also trained in hairdressing and barbering, with over a year of hands-on experience providing grooming services. Known for strong interpersonal skills, professionalism, and a client-focused attitude. Passionate about offering exceptional service and eager to contribute to a multicultural and dynamic setting such as a cruise ship.

PROFESSIONAL EXPERIENCE

Front Desk Receptionist

Hotel Piren - Puerto Madryn, Argentina

December 2024 - March 2025

- Managed check-in/check-out procedures, guest inquiries, and room assignments.
- Handled reservations, billing, payment processing, and daily shift closures.
- Provided tourism information and resolved guest concerns promptly.
- Coordinated with housekeeping and maintenance teams to ensure smooth operations.
- Performed nightly audits and followed security protocols.

Receptionist

Apart Hotel Ty Coed - Puerto Madryn, Argentina

April 2021 - November 2024

- Delivered front desk services, managed room bookings, and processed payments.
- Ensured seamless guest experiences and supported the day-to-day hotel operations.

Barber & Assistant Hairstylist (Freelance)

Private Clients - Puerto Madryn, Argentina

August 2024 - Present

- Provided haircuts, beard trims, and grooming services to a diverse clientele.
- Applied personalized techniques based on hair types and client preferences.
- Maintained a clean and hygienic workspace, ensuring compliance with safety standards.
- Built strong client relationships through attentive and professional service.

EDUCATION & TRAINING

Hairdressing & Barbering Course
Private Training - Puerto Madryn, Argentina.

High School Graduate
Escuela 790 - Puerto Madryn, Argentina (2020).

Basic Common Cycle (CBC)
Completed in 2021 - University of Buenos Aires (UBA).

Currently Studying Law
Universidad Nacional de la Patagonia San Juan Bosco (UNPSJB).

LANGUAGES

- Spanish: Native
- English: Intermediate
- French: Basic

KEY SKILLS

Hospitality & Front Desk:

- Guest Relations & Communication
- Reservation Systems & Billing
- Tourism Assistance
- Multitasking & Problem-Solving
- Night Audit & Security Protocols
- Team Collaboration

Hairdressing & Barbering:

- Haircutting & Beard Grooming
- Customer Service
- Hygiene & Safety Standards
- Adaptability & Time Management