



# JOAN TUDELA

## ABOUT ME

Specialist in service and quality of customer service whit more than 5 years, competitive and always oriented towards achievements and whit a very broad job expectation and development of activities within it. Mt experience includes extensive work on board as a cabin crew, people and management.

## EXPERIENCE

### OWNER

2021- 2023| MANDALA CLUB RESTOBAR

- Direction and control of bussines.
- Management of people and work functions.
- Achievement of goals and tags.

### CABIN CREW

2017 - 2020 | LATAM AIRLINES PERU

- Onboard customer service in airbus 319-320-321 fleet.
- Passenger control and work under pressure.
- Fluency in languages and quality service onboard.

### STAFF ENTERTAINMENT

2016 -WEST PALM BEACH USA - BAHAMAS

- Organization of activities on board.
- Public control on board.
- Event host.

### CABIN CREW

2014 LIMA- PERU

- Onboard customer service in airbus 319-320-321 fleet.
- Passenger control and work under pressure.
- Fluency in languages and quality service onboard.

### ROOM SERVICE ATTENDANT

2012 -LIVORNO ITALY - FRANCE - SPAIN

- Onboard customer service
- Passenger control and work under pressure.
- Fluency in languages and quality service onboard.

## CONTACT

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Lince- Lima - Peru

## ACADEMY FORMATION

### DEGREE IN HOTEL

#### ADMINISTRATION.

UNIVERSITY OF TRUJILLO

DEGREE IN INTERNATIONAL  
BUSSINESS

UNIVERSITY OF TRUJILLO

TURISM AND HOSPITALITY-  
INCA GARCILAZO UNIVERSITY

SAFETTY BASIC TRAINING  
CERTIFICATE - EXPIRED

AMERICAN VISA - C1D/ B2

## LANGUAGES

Español - Native  
English- Advance  
Portuguesse- Advanced

## SKILLS

|              |        |
|--------------|--------|
| TEAM WORK    | _____○ |
| COMUNICATION | _____○ |
| SERVICES     | _____○ |
| DYNAMIC      | _____○ |
| WEB DESIGNER | _____○ |
| PHOTO        | _____○ |