

ITALIA PAOLA ALMEIDA

I am an experienced professional with management and leadership skills. I have a good ability to adapt to all types of environments and always bring the best of me. I am characterized by my facility for teamwork and my enthusiasm to learn and develop my skills. I am looking for a job opportunity to gain more experience.

EDUCATION

Data Analyst course, 2024 - current

EBAC

Course online

Degree in languages 2014

Universidad Autonoma de Baja California Sur, La Paz, Mexico

WORK EXPERIENCE

Hostess Stewardess/ Massage therapist, 01/2023 - 10/2024

CADA UNO M/Y - La Paz, Baja California Sur

Customer service and attention.

Ensure that hygiene and sanitation standards are met in the cleaning and beverage preparation areas.

Requisition, control and manage the equipment used in the consumption centers.

Coordination and planning of activities for guests.

Coordination of events.

Preparation of reports and briefings for the chef and captain.

Teamwork to facilitate the achievement of objectives.

Massage therapies

Management assistant/Customer Service Representative,

01/2021 - 01/2023

First Mexican Title, Real Estate Closing Agency

Reception and attention to visits from clients and company executives.

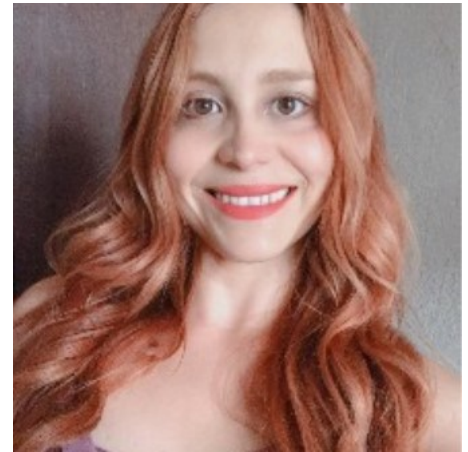
Call screening and sending and receiving of messaging and correspondence.

Management and filing of documentation related to the company.


Management of purchases, follow-up of requests, control of expenses and invoices.


Preparation of presentations and drafting of minutes and reports.

Preparation of reports, reports and preparation of all documents required



CONTACT INFO

 La Paz Baja California Sur

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 almeidaitalia92@gmail.com

SKILLS

- Attention to detail
- Motivation
- Punctuality and commitment
- Ability to learn
- Organizational skills
- Customer oriented
- Honesty in work
- Discretion and confidentiality
- Organization and planning
- Organization of agendas
- Autonomy

LANGUAGES

Español

Native

English

Advanced

Français

Intermediate advanced

Italiano

Intermediate

by management.

Confirmation and organization of appointments with clients and suppliers.

Guest Service Agent/Concierge, 04/2018 - 03/2020

Hyatt Place La Paz - La Paz, Baja California Sur

Supervision of room service to ensure attention to all guest needs with the highest quality.

Assignment of bellboy at check-in and check-out of guests to assist in transporting luggage.

Attention to guest complaints and grievances to provide an effective solution as soon as possible.

Advising guests on places of interest and tourist attractions to visit, restaurants and cultural activities.

Coordination of tasks with the reception team and other hotel departments.

Contact with tourist agents and travel agencies to prepare activity packages for guests.

Presentation to guests of all services offered by the hotel.

Discreet management of all special requests from guests and VIP clients during their stay.

Supervision of staff to ensure high standards of customer service

.Bilingual administrative assistant, 04/2017 - 04/2018

Marina Cortez

Management of documentation and vessel files.

Control and follow-up of budgets and expenses.

Preparation and sending of correspondence and e-mails.

Carrying out administrative tasks.

Preparation of reports and briefings.

Telephone attention and management of the company's e-mail.

Database and records maintenance.

Bilingual sales promoter, 10/2013 - 11/2016

Ecobaja Tours

Recommendation of the most appropriate products according to the needs of customers.

Informing tourists about activities in the city.

Attention to customers, offering answers to their doubts and queries.

Promotion of places of interest and local products.

Recommending accommodation, transportation and excursion services to tourists.

EXTRACURRICULAR ACTIVITY

Certified Massage Therapist
Holistic Center of Psychology and Human Development 2021

Certification in techniques:

- Relaxing Massage
- Deep Tissue
- Manual Lymphatic Drainage
- Hot Stones
- Sports Massage
- Shiatsu
- Foot Reflexology



I have worked as a free-lance in spas and hotels giving my services of therapeutic massages.

SPA KHALAL 2022

Application of relaxing massage techniques, deep tissue massage, craniofacial massage.

GEA WELLNESS SPA 2024

Application of relaxing massage techniques, deep tissue massage, craniofacial massage.

SERENITY SPA HONEYMOON 2024

Application of relaxing massage techniques, deep tissue massage.

ORCHID HOUSE HOTEL

Application of relaxing massage techniques, deep tissue massage.

HOTEL REPUBLICA PAGANA

Application of relaxing massage techniques, deep tissue massage.

