

JESICA JAGODA MILL

PROFILE

I'm committed, enthusiastic, team player, kind, diligent and with exceptional customer service skills.

I'm always eager to learn new things, I possess planning skills and I'm detail oriented. I enjoy hospitality and new cultures.

CONTACT

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WORK EXPERIENCE

► Retail associate

MSC Cruises | Nov 2021 - Present

Royal Caribbean Int. | Dec 2018 - Feb 2020

Personalized customer service to guests and VIP guests. Promotion of the company's high-quality retailing standards. Driving maximum sales results. Sales by targets. Maintenance of quality visual merchandising standards, manage inventory. Problem solving and complaints management.

International luxury brands. Designer handbags, designer watches, fragrances, skin care, makeup. Fine jewelry and fine watches. Promotion of the different brands and merchandising onboard.

► Photographer

Royal Caribbean Int. | Feb 2017 - Aug 2018

- Onboard photography service. Excellence in customer service.
- Personalized photography and special requests.
- Provision of professional grade photographs of guests in private studios and special events, celebrations, weddings.
- Family, individual and group sessions.
- Retail sales, photo products and photo services.

► Event coordinator

Freelancer | 2006 - at the present

Social and corporate events (different venues and 5 star hotels). Weddings, special celebrations, etc. Responsible of all facets and personnel involved in the events. Check of all the needs, the settings, the assembly, the food service, the technical areas, the technicians, etc. Timetables/schedules planning, attention to detail, customer service. Coordination with maitre'd. Assembly and distribution, coordination and logistics of venue layouts. Shows, musicians, artists and talent coordination. Staff rostering. Hostess. Reception. Suppliers hiring, budgets, quoting events and logistics. Training new personnel. Problem solving.

LANGUAGES

- SPANISH: NATIVE
- ENGLISH: BILINGUAL
- PORTUGUESE: INTERMEDIATE- FLUENT
- ITALIAN: CONVERSATIONAL

COMPUTER SKILLS

- Windows
- MS Office
- Adobe Photoshop
- Social Media
- POS System
- Fidelio Sales System
- Otalio

▶ Event staff

Freelancer | 2005 - 2017

Congresses, conferences, fairs, exhibitions, symposiums, product presentations.

-Receptionist and customer assistance.

-Stand assistant.

-Registration processes.

-Conference hall leader and assistant. Presentations. Conference room organization.

-Promotional jobs and demonstrator. Product presentations assistant. -Consecutive interpreter and bilingual assistant. (Eng-Spa).

▶ Receptionist - HR assistant

Gestiones Tallion Argentina (IT) | May - Sept 2010

Clients reception, general office tasks, administrative support and assistance, telephone operator, incoming/ outgoing calls, emails and mails.

Switchboard (3 lines- 50 extensions). Managing agenda and schedule settings, managing and sending letters and emails. Filing clerk.

▶ Secretary - Personal Assistant

Birthright Israel Argentina | Aug - Dec 2009

Director- CEO's personal assistant

General office tasks, administrative support and back up. Reception tasks, telephone operator, incoming and outgoing calls, call screening and redirection, (English/Spanish) email translations, report writing and translation, managing agenda and schedule settings, letters and emails. Trips coordination and reservations.

EDUCATION

▶ Centro de formación de idiomas- CAFI

Technical and Literary Translation (SPA-ENG) - 2012- 2017

▶ Universidad de Buenos Aires

Image and Sound Design.

- Completed up to 2nd year. 2011

-Teaching assistant for scriptwriting subject Guion I, 2008 a 2010.