

MICAELA GIRAUDO

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PROFESSIONAL SUMMARY

With experience and a strong passion for working in the customer service industry, I am committed to providing a world-class experience. I aspire to join to your team, where I can contribute to a positive and supportive environment. I am committed to delivering warm, professional, and welcoming service to passengers from all backgrounds.

PERSONAL INFORMATION

Age: 21

Gender: Female

Marital status: Single

Date of birth: 15 March 2004

Nationality: Argentinian

WORK EXPERIENCE

Receptionist - Grand View Hotel

Buenos Aires, Argentina

June 2024 - Present

- Welcoming guests and managing the check-in and check-out process.
- Providing exceptional customer service by delivering personalized concierge assistance, addressing guest needs, and efficiently managing reservations to ensure a seamless and enjoyable experience.

Receptionist - Mandarin Suites Hotel

Tandil - Buenos Aires, Argentina

November 2023 - February 2024

November 2022 - February 2023

- Welcoming guests and managing the check-in and check-out process.
- Providing customer service by offering information about the amenities and resolving concerns to ensure a satisfactory experience.

EDUCATION BACKGROUND

Cabin Crew Training

IFPA Instituto de Formación Profesional Aeronáutica, 2023

Aviation Management and Air Commercial Administration

UTN Universidad Tecnológica Nacional, 2024

High School Diploma in Humanities

Colegio Armenio Jrimian, 2021

SKILLS AND ABILITIES

- Adaptable and flexible to new cultures and surroundings.
- Ability to work under pressure.
- A good listener and a strong team player.
- Meticulous and devoted to the tasks assigned.
- First aid and CPR certified.

LANGUAGES

ENGLISH: FLUENT

SPANISH: NATIVE SPEAKER