



+54 9 351 352 7544

21/06/2000

Caseros 1945 2 "D"
Córdoba, Córdoba, Argentina

miliastrada@icloud.com

SKILLS

- Customer Service & Client Relations.
- Intercultural Communication.
- Fast Learner and Problem Solver.
- Team Coordination and Time Management.
- Office Software & Digital Tools.

LANGUAGES

- **Spanish: Native**
- **English: Advanced**

MILAGROS PILAR ASTRADA

GUEST RELATIONS | RECEPTIONIST | HOSTESS

I'm a proactive and people-focused person with a strong background in communication, guest relations, and team support. My experience in marketing and leadership roles helped me develop great interpersonal skills, flexibility, and attention to detail. I genuinely enjoy working in fast-paced, multicultural environments where I can connect with others, provide outstanding service, and create memorable moments for every guest.

WORK EXPERIENCE

Marketing and Guest Relations Manager (2023-present)

Buteler Viajes SA – Córdoba, Argentina

Ref: leonardo.butelerviajes@gmail.com - Director of Sales - Leonardo

- Coordinated and led client engagement strategies and customer satisfaction improvements.
- Managed communication channels and solved guest concerns with professionalism and empathy.
- Collaborated with sales and tourism staff to ensure tailored experiences for travelers.
- Trained and guided junior team members in guest interaction and conflict resolution.
- Developed content and ideas for promotional campaigns aimed at improving guest perception.

Senior Community Manager – Digital Guest Experience (2023 - 2024)

APAS Córdoa - Córdoba, Argentina

Ref: florcul@gmail.com - Marketing Manager - Florencia

- Created customer experience strategies across digital platforms.
- Managed public inquiries and feedback with efficiency and warmth.
- Supported brand image and guest satisfaction through creative and proactive communication.

Hostess (April 2022 - August 2022 Seasonal work)

Ostello Bello Hotel – Milan, Italy

Ref: Jamesmosley1998@gmail.com - Assistan Manager - James

- Welcomed and assisted international guests at a high-end venue in Milan.
- Managed reservations, seating, and guest inquiries with professionalism and warmth.
- Ensured a smooth and pleasant experience, providing support in English.
- Collaborated with the service team to maintain a friendly and efficient environment.

EDUCATION

Marketing & Digital Communication (2021)

CODER HOUSE - Graduated

Bachelor's Degree in Human Resources (In Progress)

Instituto Universitario Aeronáutico – Córdoba, Argentina