








Professional with extensive experience in commercial management, network administration, and the implementation of technological solutions. Specialized in systems infrastructure, Windows Server, CCTV, VPN, hardware and software technical support, and IT system maintenance. Extensive knowledge in diagnosing, installing, repairing, and maintaining computer equipment. Proven ability to provide efficient technical solutions and high-quality customer service. Skilled at working under pressure and in a team environment, with a strong focus on solving problems efficiently and promptly. Advanced proficiency in English, both spoken and written.

### PERSONAL DATA

-  19.114.877
-  Hipólito Yrigoyen Pto. Iguazú
-  [riosv.alejo@gmail.com](mailto:riosv.alejo@gmail.com)
-  /riosvalejandro
-  +54 9 3757 512657

### ACADEMIC BACKGROUND

2002. High School - Science Major.  
Private Institution Colegio Colón.

### LANGUAGES

Spanish   
English   
Portuguese

# ALEJANDRO RIOS



## PROFESSIONAL EXPERIENCE

### Travel Agent

Company: NOA & NEA TRAVELS

October 2024 – Present

- Customer service and advisory: Understand customer needs and recommend destinations, itineraries, and travel packages. Explain visa requirements, vaccinations, and entry regulations for different countries.
- Address inquiries about transportation, accommodation, and tourist activities.
- Travel booking and management: Reserve airline and ground transportation tickets, arrange accommodations, coordinate tour packages, excursions, and recreational activities.
- Manage car rentals and other local transportation services. Quotation and sales of tourism services.
- Documentation and procedures: Assist with visa applications and travel permits. Explain baggage policies, refunds, and cancellations. Handle last-minute changes to reservations.
- Follow-up and post-sale support: Send travel confirmations and reminders. Assist customers in case of issues during their trip (cancellations, lost luggage, emergencies).
- Manage payments and electronic invoicing.

### Sales Executive

Company: Hotel Esturi3n – Raíces Del Plata

February 2024 – September 2024

- Developed and executed sales strategies to maximize hotel revenue. Identified business opportunities and established relationships with potential clients.
- Managed the entire sales cycle, from prospecting to contract closure, ensuring a high conversion rate.
- Analyzed the market and competition to adjust sales strategies as needed, maintaining a competitive edge.
- Assisted potential clients with new bookings, providing detailed information and ensuring a seamless reservation experience for both corporate and individual travelers.
- Worked closely with other departments to ensure exceptional customer experience and efficient service coordination.
- Performed administrative and IT tasks, including reservation management, payments, invoicing, and handling customer complaints and claims, ensuring customer satisfaction in every interaction.

## **Technical Support**

**Company: San Lucas Institute**

**February 2022 – January 2024**

- Provided technical support for computers and laptops, performing diagnostics, maintenance, and repairs.
- Implemented and maintained computer and printer networks to ensure an efficient workflow.
- Collaborated with staff and students to resolve technical issues promptly and effectively.
- Communicated directly with external service providers to resolve complex issues and procure necessary equipment.

## **Reception & Reservations**

**Company: Hotel Selvaje Lodge – Tandem Group**

**August 2019 – January 2024**

- Provided assistance and detailed information to guests about the services and activities offered by the lodge. Managed guest check-ins and check-outs, ensuring a smooth and efficient registration process.
- Reviewed necessary documentation for registration and assigned rooms according to guest preferences and availability. Maintained control of guest arrivals and departures, ensuring guest safety and privacy.
- Performed administrative and IT tasks, including handling reservations, payments, invoicing, and processing complaints and claims. Monitored room availability and managed reservations, ensuring optimal lodge occupancy.

## **Traffic Assistant**

**Company: LATAM Airlines Argentina**

**September 2018 – April 2019**

- Greeted passengers and provided information on flight dates, prices, and availability. Managed check-ins, verifying personal data and checking luggage.
- Assisted passengers with special needs, such as those with limited mobility or unaccompanied minors. As a LOFO Agent, handled claims related to lost, damaged, or missing luggage.
- Generated and tracked claims cases until their satisfactory resolution for customers.

## **Branch Manager**

**Company: Celltrucks C.A.**

**December 2012 – June 2018**

- Managed branch administration and sales, including staff and inventory management. Opened and closed the branch, ensuring compliance with established procedures and protocols.
- Supervised customer service and warehouse staff, ensuring high service standards. Recruited and selected staff, as well as provided training and development for the team. Planned and implemented sales actions to achieve target objectives.
- Directed, coordinated, and supervised the team to ensure quality service. Monitored and controlled stock, performing administrative processes such as payments, invoicing, and purchase orders.

## **Technical Support**

**Company: Cecilio Acosta Catholic University**

**September 2012 – November 2012**

- Diagnosed, repaired, and maintained computer hardware, including desktop computers, laptops, printers, and other peripherals.
- Installed and configured hardware and software components, such as network cards, graphics cards, and storage devices.
- Troubleshoot hardware-related issues, such as boot failures, performance problems, and hardware errors.

- Collaborated with other technical teams to ensure the integrity and security of IT systems.
- Provided technical assistance to end users, including troubleshooting incidents and training on proper hardware usage.
- Managed and maintained IT infrastructure, including servers, networks, and operating systems. Managed inventory of computers and printers within the Technology Department.
- Installed and maintained racks (network cabling).

## **Administrative Assistant**

**Company: Lagobox C.A.**

**November 2009 – August 2012**

- Provided customer service and managed the reception and shipment of packages. Executed administrative processes following defined standards and procedures.
- Prepared checks and invoices, as well as payment order forms for various expenses, such as supplier payments, services, rent, and petty cash.
- Transcribed correspondence and various documents. Ensured operational effectiveness, including the dispatch and receipt of finished products.
- Ensured control, custody, and physical integrity of inventory.



## **COURSES COMPLETED**

### **2002. English**

Cevaz - Venezuelan American Center of Zulia.

### **2012. IT Essentials PC. Hardware & Software**

IT Essentials covers essential IT skills. Development of knowledge about the functioning of computers and mobile devices. Identifying security threats and common vulnerabilities such as malware, phishing, data forgery, and social engineering. Skills and procedures for installing, configuring, and troubleshooting computers, mobile devices, and software. CISCO.

### **2014. Certified Network Associate.**

CCNA Routing & Switching. Network Fundamentals.

CCNA Routing & Switching knowledge on routing, switching, network applications, protocols, and services. (CCNA) Module 1 completed. CISCO.

### **2018. LATAM Airlines**

- Traffic Assistant.
- Dangerous Goods
- Lost & Found.

### **2020. Ministry of Tourism and Sports**

- Tourist Accessibility.
- Customer Service.
- Hygiene and Safety.
- Responsible Tourism and Gender.



## SKILLS & ADDITIONAL INFORMATION

- Branch administration and management, administrative and IT areas.
- Inventory and stock management, claims handling and resolution.
- Proficient in reservation systems and hotel management software, including ARION, PXSOL, and CM Reserves.
- Experience in the aviation industry, specializing in customer service and claims management.
- Technical support, diagnostics, installation, repair, and maintenance of software, hardware, networks, and cybersecurity.
- Experience with microprocessors and operating systems such as Windows, Mac OS, Linux, iOS, and Android.
- Advanced proficiency in Visual Studio, Microsoft Office, Saint Professional, SABRE / AMADEUS.
- Knowledge of programming in C#, C++, HTML, CSS, JavaScript, and SQL.
- Strong teamwork skills and ability to work under pressure.
- Willing to relocate as needed.
- Availability to travel based on job requirements.