

SUMMARY

I'm a highly motivated, organized individual with strong transferable skills, adaptable to new environments, and quick to learn. Proactive and detail-oriented, I anticipate clients' needs, delivering personalized service that exceeds expectations. With a background in cosmetology and over a year in tourism customer service, I'm dedicated to providing unforgettable experiences, making me an ideal candidate for roles blending beauty and hospitality.

LANGUAGES

- English: Bilingual
- Spanish: Native

KEY SKILLS

- Attention to detail
- Problem-Solving
- Teamwork
- Qualified leads to foster stronger relationship
- Excellent written and verbal interpersonal skills
- Time Management

PROFESSIONAL EXPERIENCE

Reservation Agent

Rojo Tango - Faena Hotel | Café de los Anfelitos (July 2023 - Present)

- Managed reservations for tango show experiences, ensuring coordination of transportation and monitoring capacity to accommodate over 300 guests per show.
- Acted as a central point of contact for clients, travel agencies, and 5-star hotels, addressing inquiries and providing assistance to ensure a smooth booking process.
- Scheduled appointments and performed administrative tasks with precision, demonstrating proficiency in customer service to enhance the overall guest experience.
- Successfully addressed and resolved 95% of guest complaints within 24 hours, resulting in improved guest satisfaction.

Receptionist

Fortel Hostel (Puerto Rico) (Volunteer)

- Managed check-in and check-out process for over 100 guests weekly using computer systems to handle reservations, ensuring accuracy and timeliness in processing.
- Handle both phone and in-person inquiries from potential guests, providing information on availability and rates to assist them in making booking decisions.
- Provided personalized recommendations to guests resulting in a 25% increase in bookings for local tours and attractions.
- Maintain the cleanliness and proper stocking of common areas in the hostel, including the lobby, kitchen, and bathrooms, to provide a pleasant and hygienic environment for guests.

Au Pair

Cultural Care, MA (January 2022 - January 2023)

- Design and organize engaging and age-appropriate activities to foster learning and development, encouraging creativity, curiosity, and social interaction among the children.
- Maintain regular communication with the parents, sharing updates on the children's progress, addressing any concerns or needs, and discussing any other relevant matters to ensure effective collaboration and support.
- Successfully managed changes in schedules or unexpected situations, maintaining a calm and composed environment, resulting in minimal disruptions to the daily routine.
- Engage in cultural exchange opportunities, embracing the chance to work in a second language and facilitating cross-cultural learning experiences for both myself and the children.

Skincare/Cosmetologist Services

(March 2019 - Present)

- Utilize in-depth knowledge of product benefits and understanding of client needs to drive sales and ensure customer satisfaction.
- Conduct personalized skincare consultations and analysis to assess clients' skin type, concerns, and goals, recommending and providing effective treatments tailored to their specific needs.
- Establish and maintain strong relationships with clients by delivering exceptional service, addressing their feedback and concerns, and offering ongoing support and guidance to ensure satisfaction and loyalty.
- Manage all aspects of the business, including financial management, inventory control, social media presence, and customer service, to ensure smooth operations and sustainable growth.

EDUCATION

Universidad Nacional de Lanús

International Relations (3rd year)

CERTIFICATIONS BEAUTY

- Dermatocosmiatrician - CACE Consejo Argentino de Ciencias Esteticas (2024)
- Advance cosmetology with specialization in neurocosmetics - Academia Estetica Profesional ADVL (2023-2024)
- Specialization Acne treatment and extractions - Academia Estetica Profesional ADVL (September 2022)
- Specialization on Facial Treatments and Skincare - Academia Estetica Profesional ADVL (September 2022)
- Facial peel and dermaplaning - Vanesa Ruas (December 2022)
- Basic cosmetology - Laboratorios Exel (2021)

OTHER CERTIFICATIONS

- Front Experience Course | Reception and Concierge at Vatel | Hotel & Tourism - Business School (September 2023)
- TELF/TESOL CERTIFICATE - Bridge Education Group (2022)
- Event Organization - Capacitarte.org (2020)