

MARLA L. GARCIA

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+ ABOUT ME

As a seasoned professional, I bring to the table a robust and diverse skill set that includes exceptional customer service, effective communication, meticulous administration, and outstanding organizational skills. My career journey has taken me through a variety of dynamic industries such as hospitality, restaurants, tourism, and healthcare, significantly enhancing my professional capabilities. I am deeply committed to continuous personal and professional development, and my passion for travel feeds my insatiable desire for knowledge and skill advancement.

+ SKILLS

Administration skills , good communication , translations

+ LANGUAGES

Spanish

English

+ WORK EXPERIENCE

- MGsmartcar AUG 2017 - JUL 2023
Guadalajara , Mexico
 - Spearheaded seamless communication channels between customers, drivers, and warehouse staff, ensuring efficient information flow to all stakeholders.
 - Led and facilitated key meetings, promoting a culture of open dialogue and teamwork.
 - Cultivated and sustained robust relationships with customers and drivers, enhancing delivery operations.
 - Demonstrated exceptional organizational skills in scheduling and implementing new strategies from warehouse management.
 - Developed and executed growth strategies, optimizing the company's financial administration.
 - Maintained a solution-oriented approach, consistently prioritizing problem resolution.
- selfemployed JUL 2014 - APR 2016
New York , New York
MASSAGE THERAPIST
 - Proficient in delivering exceptional massage therapy services in both company and self-employed settings.
 - Demonstrated excellence in communication and interpersonal skills, ensuring clear verbal and written interactions.
 - Expertise in active listening to accurately assess and respond to client needs and concerns.
 - Strong commitment to customer service, prioritizing client satisfaction in all therapeutic engagements.
 - Skilled in creating personalized therapy plans and building rapport, fostering positive and lasting client relationships.
 - Competent in managing challenging customer situations with calmness and professionalism.
 - Experienced in administering spa scheduling and maintaining optimal inventory levels of essential supplies, including oils, creams, and towels.

- J&Rs steakhouse

JAN 2009 - AUG 2016

New York , Long Island

GENERAL RESTAURANT MANAGER

- Achieved a 10% increase in restaurant revenue by executing strategic cost-reduction measures, bolstering profitability while maintaining high-quality standards.
- Elevated customer satisfaction by maintaining rigorous service excellence and consistently fulfilling guest expectations.
- Cultivated a culture of high performance by developing skilled teams across front-of-house and back-of-house operations.
- Streamlined scheduling and cash handling processes, reinforcing financial accuracy and integrity.
- Mastered comprehensive knowledge of all restaurant functions, ensuring compliance with hygiene standards and local regulations.

+ EDUCATION

- E.P.S.E.I

Mexico City

GED

- Earned a Technical Diploma in Interpreter Translations, specializing in Tourism and Hospitality sectors.
- Possess extensive experience in customer service and bilingual translations within luxury hotels and embassies.

- NY University of health professions

2013

New York

BACHELOR OF SCIENCE

Graduated with a Bachelor degree in massage therapist
Knowledge of different skills

+ HOBBIES

- travel, reading, handcrafting , and anything else I can learn

+ COURSE

- JAN 2025 - JAN 2025

MEDICAL MASSAGE , HERBALIST, COMPUTER SKILLS IN OFFICE
PACKA