
EUGENIA FRANCES

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[LinkedIn](#)



I am an experienced hospitality professional with a diverse background in front-of-house roles, food and beverage service, and customer relations. My career spans various international settings, including high-capacity dining environments, boutique restaurants, and takeaway management. I am dedicated to delivering exceptional guest experiences and adept at working in fast-paced, multicultural environments. Additionally, I have extensive experience in customer service for various companies, including insurance, construction, and technology firms. All of these roles have been focused on providing excellent customer care and follow-up to ensure a superior experience with the company. I am Argentine, Italian and I have a visa to work in Australia.

Key Skills:

- Quick learner
- Interpersonal skills
- Conflict resolution
- Patience and empathy
- Team player
- Ability to work in multicultural environments
- Quick and effective solutions

Hospitality experience:

Enzo's on the Beach.

Front of house.

February 2023- April 2023, Hervey Bay, Qld, Australia.

Runner. Delivering food and drinks orders from the kitchen to the customers. Assure guests have everything they need on the tables. Cleaning and sanitizing seating areas.

Miss Cocoa's.

Barista and Kitchen hand.

February 2023- March 2023, Hervey Bay, Qld, Australia.

Preparing and serving cold drinks such as Milkshake, Frape, Iced Coffee, Smoothies. And helping in the kitchen to prepare meals to sell.

Landing Resort (FIFO hotel/camp).

Dining Attendant. FOH.

August 2022- December 2022, Port Hedland, WA, Australia.

Dining Attendant. FOH (mess hall/kitchen) for a dining room in a FIFO hotel/camp with capacity for 1000 guests. Duties: Refill water stations, food stations, and clean tables, remove dirty dishes, replace soiled table linens; set tables; replenish supply of clean linens, silverware, glassware, and dishes. Collaborate with the kitchen team members to do everything effectively. Stock control. Night Shift and double shift. And if they needed it I was working as a kitchen hand, housekeeping, glassie and maintenance.

Enjoy.

Manager in a take away.

May 2019 - September 2019. Ibiza, Spain.

Manager at Take away. Setting tables. Waitress. Cash register. Doing natural juices, drinks and breakfasts. Receiving providers. Stock control. Night and day shift.

Unico Restaurant.

Front Of House.

September 2017- April 2018. Paris, France.

Receptionist. Waitress. Runner.

Paris pour une nuit.

Housekeeping.

September 2017 - December 2017.

Housekeeping. Cleaning of temporary accommodation apartments. In charge of the cleaning of the apartments, laundry, and reception of guests to give them the keys.

Office experience:

Imperatrice Broker

Commercial Assistant in Insurance and Customer Service | Comprehensive Management

October 2020 - August 2022 (1 year 11 months). Rosario, Santa Fe, Argentina

Some of the tasks I performed at the brokerage were customer service, insurance policy issuance, problem-solving, and sales. I have excelled in providing service, demonstrating effective communication skills and empathy to address the needs and concerns of clients and producers. I comprehensively managed the issuance and administration of policies, ensuring adequate coverage and compliance with legal requirements for the client. I actively participated in sales strategies, identifying opportunities, and promoting products and services effectively.

Another of my tasks was managing social networks. As well as administrative tasks, managing schedules, coordinating policy deliveries, and handling correspondence. The broker works with different insurance companies such as San Cristóbal, Triunfo, among others.

Lein Constructora

Administrative and Commercial Assistant | Customer Service and Real Estate Management Specialist

October 2018 - April 2019 (7 months). Rosario, Santa Fe, Argentina

Roles as administrative assistant, secretary, and customer service, with a specialized focus on the real estate field. I managed the sale of horizontal properties, applying effective strategies to maximize business opportunities and close successful transactions. In the short time worked there, I managed to close 3 successful sales. I efficiently managed banking procedures, facilitating financial processes and ensuring compliance with regulatory requirements. Other outstanding tasks were drafting deeds and post-sale follow-up. Demonstrating with this last task a continuous commitment to customer satisfaction and well-being seeking to have positive impacts on the commercial relationship.

Donweb.com (by Dattatec)

Customer Service Representative

May 2016 - August 2017 (1 year 4 months). Rosario, Santa Fe, Argentina

Customer service representative with extensive experience in comprehensive management of inquiries and issues, both administrative and technical, through various channels, such as phone support, chat, help desk (tickets), and emails. Customer retention tasks through solid relationships and personalized solutions. Ability to perform in both face-to-face environments and remote shifts, ensuring quality service at all times.

Budget SRL

Telesales Executive | Specialist in Financial Services and Telecommunications

July 2015 - May 2016 (11 months). Rosario, Santa Fe, Argentina

Promotion and sale of financial products and telecommunications services. Sale of credit cards, applying effective persuasion techniques and adapting to individual financial needs of customers. Sale of insurance, providing detailed information on available options and customizing solutions to meet specific customer needs.

Legal Office. Argentado SRL.

Administrative Secretary and Legal Research Assistant

October 2014 - May 2015 (8 months). Rosario, Santa Fe, Argentina

As Administrative Secretary, I played an integral role in operational support and specialized legal research. The main task was thorough research on automotive and life accidents, applying analytical skills to collect and analyze relevant data, ensuring accuracy and integrity of information. I then produced detailed reports based on research findings, providing precise and well-structured documentation to support legal cases and facilitate decision-making. The law firm worked only with an insurance company.

Languages:

I am a native Spanish speaker with intermediate proficiency in English, enabling effective communication with a diverse range of guests and colleagues.