

VICTORIA RATTO

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PROFILE

Results-driven sales and customer service professional with experience in the tourism and hospitality industries. Strong background in sales strategy, client relationship management, and financial transactions. Proven ability to understand customer needs, promote products effectively, and close sales. Adept at cash handling, administrative support, and social media marketing. Advanced English proficiency (IELTS 6.5).

EDUCATION

Higher Technician and Coordinator in Tourism

2020

instituto Belgrano.
Rosario, Santa Fe, Argentina
Average Grade: 8

SECONDARY SCHOOL DEGREE IN ECONOMICS AND BUSINESS ADMINISTRATION

2016

Instituto Nuestra Señora de la Misericordia
San Nicolas, Buenos Aires, Argentina

WORK EXPERIENCE

COFFEE SHOP MANAGER

2020 - 2021

Blend Tea & Coffee (San Nicolas, Buenos Aires, Argentina) 2021 - 2022

- Oversaw daily operations, ensuring smooth workflow and customer satisfaction.
- Managed inventory, supplier relations, and procurement of goods.
- Trained and supervised staff, coordinating work schedules and tasks.
- Handled financial transactions, cash flow management, and accounting reports.
- Social media management tly.

SALES ASSISTANCE

2021 - 2023

"Grupo Visión" Travel Agency (San Carlos de Bariloche, Rio Negro Argentina)

- Sold tourism-related excursions, tailoring recommendations based on each guest's preferences.
- Provided detailed information on tour packages, destinations, and schedules.
- Managed cash transactions, processed payments, and handled refunds.
- Ensured excellent customer service, addressing inquiries and resolving issues efficiently.

RECEPTIONIST

2021 - 2022

Moving Hostel (San Carlos de Bariloche, Rio Negro, Argentina)

- Assisted guests with reservations and check-ins.
- Managed phone inquiries and customer service.
- In charge of breakfast preparation.

CULTURAL EXCHANGE AUPAIR

2023 - 2025

Cultural Care (Maynard, MA, USA).

Cultural exchange for personal development (adaptive and problem-solving skills, language and socio-cultural skills, independence and time management)

- Provided full-time childcare for children of various ages, ensuring their safety and well-being.
- Organized educational, recreational, and cultural activities tailored to children's development.
- Assisted with schoolwork, meal preparation, and bedtime routines.
- Managed schedules, transportation, and communication with parents to align on child care needs.
- Developed strong adaptability, independence, and cross-cultural communication skills.

LANGUAGE

Spanish - Native

English - Intermediate/Advanced (IELTS 6.5, 2025)

Portuguese - Basic level

SKILLS

Sales & Customer Service

Cash Handling & Financial Transactions

Marketing & Social Media Management

Microsoft Office Suite

Social Media Content Creation

Amadeus System (basic knowledge)

Photoshop and Basic Design