

Pedro Alvarez

Norwegian | Male | 25

Target MSc: International Management

PROFESSIONAL EXPERIENCE

Operations Supervisor - Hotel Chain (Mar 2022 - Sep 2023)
Coordinated daily hotel operations including front desk, housekeeping, and food & beverage
Monitored staff performance and prepared weekly operational reports
Assisted in implementing process improvements to enhance guest satisfaction
Intern - Travel Agency (Summer 2020)
Assisted customers with bookings and itinerary planning
Coordinated with suppliers for transport and accommodation
Prepared reports on client satisfaction and booking trends

EDUCATION

Bachelor in Tourism Management, University of Malaga, 2017 - 2021
Master in Hospitality Management, Private Business School, 2021 - 2022
Focus on service operations, hospitality strategy, and hotel management
Developed case studies on international hotel chains

SKILLS

Operations management, Excel, reporting, hospitality operations

LANGUAGES

Spanish (native), English (intermediate)

PERSONAL INTERESTS

Hospitality trends, travel, tourism innovation