

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