

# Sofia Alvarez

Spain | Female | 25

*Target MSc: International Management*

## PROFESSIONAL EXPERIENCE

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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

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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

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Operations management, Excel, reporting, hospitality operations

## LANGUAGES

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Spanish (native), English (intermediate)

## PERSONAL INTERESTS

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Hospitality trends, travel, tourism innovation