

# MAURO ALVARADO

Los Angeles, United States

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## PROFILE

As a dedicated Valet Attendant with 6 years of experience, I provide exceptional customer service, ensure vehicle safety, and oversee daily operations. I have skills in parking, directing traffic, and managing cash transactions. My background in hospitality, customer service, and management, combined with a commitment to excellence, makes me a valuable asset in any customer-facing role.

## EMPLOYMENT HISTORY

### ❖ Valet Attendant, LAZ Parking ..... Aug 2023 — Present

Santa Monica

As a Valet Attendant, we park and retrieve 35+ vehicles per shift, ensuring safety and reducing wait times by 20%. Manage keys with 100% accuracy and inspect vehicles to reduce liability claims by 25%. Deliver excellent service, boosting positive feedback by 15%, and handle up to \$500 in daily transactions with zero discrepancies.

### ❖ Valet Attendant, Towne Park ..... Oct 2022 — Jul 2023

Portland

My primary responsibilities as a valet attendant include parking and retrieving vehicles for guests. I must possess excellent communication skills, be able to multitask and hold a valid driver's license with a clean record. Overall, I play a critical role in providing excellent customer service and ensuring the safety of guests' vehicles.

### ❖ Front Desk Supervisor, Aimbridge Hospitality ..... Jul 2021 — Nov 2022

Beaverton

In my role as a front-desk supervisor, I am responsible for overseeing daily operations, managing front-desk employees, and ensuring exceptional customer service for hotel guests. I handle guest inquiries and issues, manage financial transactions, and oversee inventory. My role is crucial in ensuring a smooth front desk operation and enhancing guest experience.

### ❖ Housekeeper, Hilton Hotels & Resorts ..... Feb 2019 — Dec 2020

Los Angeles

As a housekeeper, I maintain cleanliness and organization by dusting, vacuuming, mopping, doing laundry, making beds, restocking supplies, and performing minor repairs. I also interact with guests or residents, providing assistance and information. My role is essential for the property's cleanliness and comfort, requiring attention to detail and customer service skills.

### ❖ Crew Member, McDonald's ..... Jan 2018 — Jan 2019

Los Angeles

In my role as a McDonald's crew member, I am responsible for providing fast and friendly customer service, taking orders, preparing food, operating the cash register, and maintaining restaurant cleanliness. Additionally, I restock supplies, assist with inventory management, and handle customer and team member communication.

## EDUCATION

### ❖ Musicians Institute ..... Jan 2024 — Present

Los Angeles

Currently, I am attending MI to pursue a career in music production and music business. Due to my love for music, I decided to attend LA's biggest music school to pursue something I love. I am a proud student of MI.

### ❖ Manual Arts Senior High ..... Sep 2014 — Jun 2017

High School Diploma

Los Angeles

GPA 3.0

## SKILLS

Decision Making .....	Communication Skills .....
Adaptability .....	Restaurant Operation .....
Time Management .....	Ability to Multitask .....
Leadership Skills .....	Knowledge of Hospitality .....
Ability to Work Under Pressure .....	Customer Relationship Management .....
Customer Service .....	

## LANGUAGES

English .....	Spanish .....
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## COURSES

❖ Attract and Engage Customers with Digital Marketing .....	Jun 2024 — Present
<i>Google</i>	
❖ Foundations of Digital Marketing and E-commerce .....	May 2024 — Present
<i>Google</i>	
❖ The Strategy of Content Marketing .....	Apr 2024 — Present
<i>University of California, Davis</i>	
❖ Responsible Service of Alcohol .....	Oct 2024 — Oct 2026
<i>SERVING ALCOHOL INC.</i>	
❖ The Bits and Bytes of Computer Networking .....	Sep 2022 — Present
<i>Coursera</i>	