



# MAITE EGUREN BROWN

BACHELOR IN TOURISM MANAGEMENT

## MY BACKGROUND

I have finished my Bachelors degree in Tourism Management in 2018 in Argentina. Afterwards I worked as a fast tracker trainee in a hotel in Berlin, Germany and in customer service (B2B and B2C) in Copenhagen, Denmark & Melbourne, Australia.

I am eager to take my next steps as a software developer, in a company where I not only can show my abilities but also learn new skills and develop my career. I am motivated to learn a lot every day and looking forward to prove being a valuable asset to any company.

## LANGUAGE SKILLS

Spanish - Native Speaker

English - Highly proficient in speaking and writing (TOEFL iBT 103)

Portuguese - Highly proficient in speaking and writing

German - Intermediate

## PROFESSIONAL SKILLS

MS Office, SABRE Airline Reservation System, OPERA Hotel Reservation System, AMADEUS Hotel Reservation System, HTML, CSS & JavaScript

## REACH ME AT:

Phone: +61 401 311 474

Skype: maite.eguren.brown

Address: 70 Clifton Street, Richmond  
VIC 3121, Australia

Email: maite.eguren.brown@gmail.com

## MAIN INTERESTS

- Living abroad
- Travelling
- Drawing
- Reading and writing
- Programming

## WORK BACKGROUND

### Customer Service Consultant

*International Rail Australasia, Melbourne, Australia | January 2020 - April 2020*

- Working as a customer service consultant specialised in Europe
- Handling incoming telephone and emails enquiries from the general public (B2C) and travel agent partners (B2B)
- Processing new bookings, answering enquiries on existing bookings and providing quotes/advice

### Customer Service Agent

*TAKEOUT, Copenhagen, Denmark | July 2019 - October 2019*

- Working as a customer service agent for a Danish food delivery service that works together with premium restaurants to deliver high quality service to their customers
- Supporting customers (B2C) and restaurant owners (B2B) by providing helpful information, answering questions, and responding to complaints via phone
- Ensuring that customers and restaurant owners are satisfied with the services of TAKEOUT
- Helping the logistics department to optimise the allocation and management of the drivers

### Fast Tracker Trainee

*Holiday Inn Express Berlin City Center West, Berlin, Germany | July 2018 - May 2019*

- Working actively during the opening hours at the front office and interacting with guests
- Handling bookings, refunds, payments and suppliers
- Taking over general administrative tasks
- Working closely with the hotel manager and all colleagues in the house
- Exchanging ideas and contributing ideas for improving the processes and services of the hotel
- Becoming acquainted with all processes and structures and understanding the details as well as general relationships of a hotel business

### Front Desk Receptionist (Seasonal)

*Bosnia Hotel Mar del Plata, Argentina | 2015 - 2017*

- Working actively during the opening hours at the front office and interacting with guests
- Handling bookings, refunds, payments and suppliers
- Taking over general administrative tasks

## EDUCATION BACKGROUND

### Universidad Nacional de Mar del Plata, Mar del Plata, Argentina

*Bachelor in Tourism Management, 2013 - 2017*

- Graduated with a grade average of 7.50 (scale from 1 to 10 with 10 being the best)
- Student member of the faculty of economics and social sciences
- Part of the organising committee of JAT, an annual academic congress that focuses on the latest trends in tourism and discusses new approaches to the field of study
- Volunteer work in public schools with the purpose of educating children about the forms and impacts of tourism and introducing them to the history and resources of their own city