

MATIAS YURQUINA

WAITER/RUNNER

PERSONAL PROFILE

Proactive, attentive and dynamic waiter with outstanding customer service skills above 10 years working on customer service in general and five of them in restaurant area.

Always aim for the highest quality of service, possess exceptional attention to detail, expertise in promoting various menu items and specialty dishes increasing 10% sells in customers served. I am open to any related position in order to improve my current knowledge in the business.

My desire to be the best at what I do always leads me to challenge my limits. I can not see a better way to do it, than developing my skills with an international company where I can expand my career in a friendly environment.

CONTACT DETAILS

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SKILLS

- Good communication skills
- A friendly and familiar treatment
- Ability to perceive the feelings, thoughts and emotions of my colleagues and customers
- Organization. Ability to multitask while knowing how to control stress levels
- Ability to concentrate and memorize
- Attention to detail
- Active listening
- Teamwork
- Commitment with job

ACADEMIC BACKGROUND

Barista

- Escuela Gourmet, Barista Course

Bartender

- Escuela Gourmet, Bartender Course

High School

- Capitán Gobernador Juan de San Martín

CAREER HISTORY

Customer Service Agent

Teleperformance. San Miguel de Tucumán, Tucumán, Argentina | Oct 2019 - Jun 2022.

- Active listening to understand the customer's problems and solve them
- Reduced call time by almost a third on fourth month
- Increased sales by 30% first year
- Improved all my metrics month over month
- Learned how to contain unsatisfied people
- Won the Best Agent award in May 2021
- Won the Best NPS award in July 2021

Waiter

il Postino. San Miguel de Tucumán, Tucumán - Argentina | Feb 2014 - May 2019

- Served guests appropriately and ensured the orders were cooked in a timely of 20 minutes average
- Provided exceptional guest service on a daily and ensured the final presentation of the plate was garnished correctly
- Responsible for keeping an organized inventory space and ensuring efficient restaurant operations
- Resolved at least 10 customer issues per shift by researching and exploring answers, implementing solutions and escalating unresolved problems to upper management
- Serving more than 150 people per day on average (more than 250 on holiday or weekend)
- Trained 2 junior staff on best practices, and provided them feedback to improve customer satisfaction
- Served 4 tables at a time, up to 16 customers at once

Receptionist/Salesperson

Luc Marc. Apolinario Saravia, Salta - Argentina | Jan 2007 - Jan 2014

- Face-to-face, telephonic and virtual customer service
- Photography for ID cards
- Receipt and quotation of orders
- Sale of computer supplies
- Reporting income and expenses on excel