



Pamela Gutierrez

Education

Bachelors (B.A.) in Communication and International Relations, Saint Louis University- Madrid Campus, Madrid, Spain

August 2007 — December 2011

Employment History

Duty Manager at Melbourne Central YHA and Melbourne Metro YHA, Melbourne, Australia

January 2019 — Present

- Full time Duty Manager at busy Melbourne CBD hostel after being promoted from a receptionist position
- Help hire and train reception staff
- Hire, train, and oversee work for accommodation volunteers from around the world
- Make weekly rosters for reception and volunteer staff
- Manage reservations from various third party providers including STA, Agoda, Kilroy, and others
- Daily banking and accounting duties
- Working with hostel activities coordinator to organize events including trivia nights, outings to AFL games, sustainable volunteer projects, etc.
- Weekly stock ordering for hostel and on-site cafe and bar
- Assisting guests with queries about Melbourne and the procedures involving the Working Holiday Visa

Tour Guide at G Adventures, San Jose, Costa Rica

March 2015 — November 2017

- Led group tours in Central America from Mexico to Panama
- Worked with mixed-age groups from all over the world
- Ran variety of different trip styles from “Comfort” to “Active” to “YOLO” (trips aimed at young budget minded travelers aged 18 to 39)
- Reserved and confirmed accommodation and public and private transport
- Reserved and coordinated group and individual activities
- Planned nightly group dinners
- Assisted with international border crossings
- Regularly interpreted and translated from Spanish to English during tours and also day-to-day (dinners, pharmacy/hospital visits, etc.)
- Led orientation walks in over 15 different cities across the region
- Provided historical, cultural, and political insight on the places we visited
- Did trip and budget related administrative work

Receptionist at Wildman Wilderness Lodge, Point Stuart, NT

September 2018 — December 2018

- Full-time reception duties at Outback luxury lodge
- Checking guests in and out using the Opera system

Details

Melbourne, 3000, Australia, +61-423 840 026

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Nationality

American

Skills

Proficient in Word, Excel, Outlook

Confident public speaker

Fast learner with excellent information retention

Self-Motivated Independent Worker

Basic First Aid and CPR

Languages

English

Spanish

Hobbies

Traveling, reading, scootering, petting cats, and finding adventure in the mundane!

- Promoting tours to Kakadu National Park and Litchfield National Park as well as scenic flights, local fishing and 4WD tours
- Performing room checks for the housekeeping team prior to check-ins
- Performing administrative duties including daily cash audits and reading and interpreting reservation forecasts
- Assisting guests with luggage
- Occasional cafe, bartending, and waitressing duties with the food and beverage team

Hostel Receptionist at Melbourne Central YHA, Melbourne

March 2018 — September 2018

- Full-time reception duties at busy CBD hostel
- Checking guests in and out using Guest Centrix
- Selling activities and day/multi-day tours through Website Travel (YTT)
- Assisting guests with directions around the city, explaining transit, and giving personalized recommendations
- Making and serving espresso drinks at the on-site cafe
- Making and serving drinks at the on-site bar
- Occasional housekeeping duties

Walking Tour Guide at Walks 101, Melbourne

March 2018 — September 2018

- Leading tip-based group walking tours around the Melbourne CBD and St. Kilda neighborhoods
- Tours cover history, culture, sports, arts, and on-going city activities
- Selling Walks 101 premium tours as well and other Melbourne attractions

Tour Guide at New to Melbourne, Melbourne

February 2018 — September 2018

- Running bus tours to the Great Ocean Road, Grampians National Park, and Wilson's Promontory
- Coordinating groups of up to 60 people at tour stops including busy lunch and dinner stops
- Explaining history, geography, and park routes at various sites
- Performing administrative tasks before and after tours
- Promoting New to Melbourne's group activities including salsa nights and free language exchanges

Hotel Receptionist at Hotelito Perdido, Rio Dulce, Guatemala

September 2014 — December 2014

- Checking in guests and collecting payments
- Paying vendors and staff
- Reserving tours and assisting with kayak rentals
- Serving drinks at the on-site bar
- Assisting with breakfast, lunch, and dinner preparations
- Occasionally helping with housekeeping and ground maintenance duties