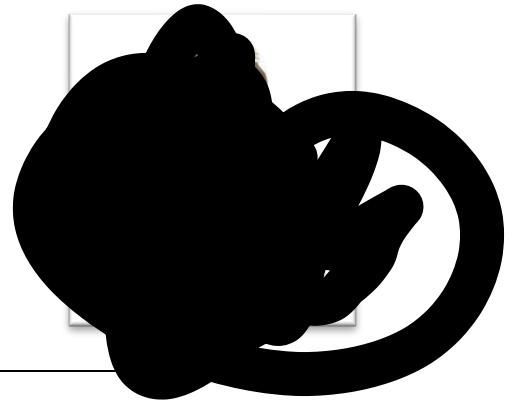


Información de Contacto

[Redacted], España.

Italian Citizen.



Professional Profile

Professional with solid experience in customer service, and administrative management. Skilled in managing multiple tasks effectively while maintaining high standards of service and communication. Competent in handling reservations, using office tools, and providing personalized attention. Proven ability in event organization and report writing. Focused on delivering excellent customer service and supporting daily administrative tasks.

Alboreá Flamenco Theater and Souvenir Store, Granada, Spain

Receptionist and Customer Service | July 2023 – Present

- Managed reservations and coordinated events at the theater.
- Provided personalized customer service, resulting in a significant increase in positive reviews.
- Handled cash and processed payments for souvenirs, tickets, and tourist packages.
- Offered administrative support in daily operations.

Pharmacy and Beauty Cosmetics Store Fypneuquen, Patagonia, Argentina

Senior Communications Manager | March 2020 – February 2023

- Managed communication and social media, improving brand engagement and visibility.
- Coordinated in-store and online marketing campaigns.
- Collaborated with the sales team to enhance the customer experience.

Patagonian Foundation for Studies, Patagonia, Argentina

Administrative Assistant and Project Coordinator | May 2019 – March 2020

- Managed schedules, coordinated meetings, and organized key events.
- Developed detailed reports for geothermal projects in Caviabue-Copahue.
- Coordinated with local stakeholders and internal teams to facilitate the implementation of energy policies.

American Association of Petroleum Geologists Student Chapter

President | 2017 – 2019

- Coordinated research projects and scientific events.
- Managed institutional relationships and secured research funding.
- Organized training programs for students and professionals in the energy sector.

Hy Cite Finance, Buenos Aires, Argentina

Customer Service Representative | February 2015 – August 2018

- Provided customer service for accounts in Canada, the U.S., and Mexico.
- Resolved inquiries, issues, and account follow-ups.
- Maintained business relationships with clients and distributors.

Education

National University of Comahue / University of Granada, Spain

Bachelor's in Geology | Expected Graduation: December 2024

Skills

- **Customer Service:** Experience in both in-person and remote customer service, problem-solving, and expectation management.
- **Administration:** Schedule management, document archiving, and inventory handling.

- **Technology:** Proficient in Microsoft Office (Excel, Word, PowerPoint) and reservation management systems.
 - **Languages:**
 - Spanish: Native
 - English: Bilingual
 - French: Advanced (B2)
 - Japanese: Intermediate (JLPT 4)
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Certifications and Courses

- Advanced Microsoft Office Suite Course | January 2022
- Administrative and Accounting Management Course | April 2023
- Chemostratigraphy and Isotopic Geology Course, American Association of Petroleum Geologists SC | 2017
- Postgraduate Course in Hydrochemistry, American Association of Petroleum Geologists SC | 2018