



## Natalia Álvarez Romero

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### PERSONAL STATEMENT

Audiovisual Communication graduate from the University of Seville with ample experience in the hospitality and retail sectors.

### EXPERIENCE

**Logitravel** (*Palma de Mallorca, Spain*), April 2019- April 2020

*Reservations agent*

- *Managing incoming calls and customer service inquiries.*
- *Replying to emails and messages from customers and providers all over the world in English and Spanish.*
- *Live chat*
- *Handling provides requests and resolving problems with accuracy and efficiency.*

**Booking.com** (*London, United Kingdom*), April 2018-April 2019

*Guest Service Specialist*

- *Managing incoming calls and customer service inquiries*
- *Resolving any emerging problems customer might face with accuracy and efficiency (Cancellations, requests, travel advice etc.)*
- *Replying to emails and messages from customers all over the world in English and Spanish.*
- *Following through on inquiries and projects to ensure completion*
- *Staying up to date on new products and services to be able to provide accurate, thorough information to clients*

**Z Hotels** (*London, United Kingdom*), May 2017- April 2018

*Hotel Manager*

- *Ensuring employees are offering exceptional customer service*
- *Helping to implement hotel policies*

- *Routing sales productivity reports to staff*
- *Answers guests inquiries, handles complaints and attend to the needs of the guests*
- *Night Audit reports*

**Z Hotels** (London, United Kingdom), November 2016-May 2017

#### Host

- *Responsible for a 20 rooms hotel*
- *Processing all check ins and check outs*
- *Be in charge of all payment taken on the day by PDQ or cash*

**Z Hotels** (London, United Kingdom), October 2015

#### Receptionist

- *Welcoming guest in a friendly manner*
- *Check in and reservations and concierge tasks*
- *Responsible for processing cash and card payments at check out.*
- *Check all guest accounts and monitor credit limits*

#### EDUCATION

**University of Seville** (Seville, Spain) 2008 - 2013

Bachelor's Degree in Audiovisual Communication

#### SKILLS

- Driving License.
- Proficiency in all areas of Microsoft Office, Excel and Power Point.
- Opera, Saeker, Availpro and Instasupply knowledge

#### LANGUAGES

- Spanish: Native
- English: B2 level