

SERGIO BUSCHEL

CUSTOMER SERVICE PROFESSIONAL
+ 15 YEARS OF EXPERIENCE

PROFILE

I have a vast experience in demanding work environments and my main motivations are excellence in service, quality and continuous improvement.
I seek to continue perfecting skills and grow professionally.

CONTACT

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/sergio-buschel

Buenos Aires, Argentina

EDUCATION

Bachelor Degree in Hotel & Tourism Management
UTN Mendoza, Argentina
DEC 2016

Technical Degree in Hotel Management
UTN Mendoza, Argentina
FEB 2006

LANGUAGES

English: advanced level, oral and written
Portuguese: intermediate level, oral and written

ADDITIONAL TRAINING

- Microsoft Office pacakge
- Moodle learning platform
- Airline (Amadeus, Sabre Interact, PRS, Resiber, Fee) and Hotel management systems (Opera, Hyatt Reserve)
- SAP tools: Fiori, GUI, CRM

WORK EXPERIENCE

Amadeus Argentina
Standard Implementations Specialist
JUL 2021 - PRESENT

- Performance of recurring delivery activities, enabling travel agencies all around America to access the Amadeus functionality and content, in accordance with agreed commercial priorities.
- Daily contact with English, Portuguese and Spanish speaking customers.

SAP Argentina
Finance Operations Associate
JAN 2021 - JUN 2021

- End-to-end process related to the management of consulting services, from order creation to invoicing and complaint management.
- Bilingual service in English and Spanish.

LATAM Airlines Argentina
Customer service agent - AEP Airport, Buenos Aires
DEC 2011 - JUL 2020

- Contact with a large volume of clients, in a dynamic work environment that demands quick responses and flexibility.
- Additional tasks of updating internal procedures with direct report to supervisors and area managers (2015-2020).
- Internal Instructor of ¨Procedures and Systems¨ for training of new members of the airport team throughout the country (2016-2020).
- Participation in several quality audits.

Palacio Duhau Park Hyatt Buenos Aires
Concierge
SEP 2008 - NOV 2011

- Personalized service to guests at the Concierge Desk of a luxury 5-star hotel, assisting in everything related to their stay in the city and at the hotel.
- Point of contact for external and internal customers (General Manager/Sales/Front Desk/Reservations/Butler Service).

Park Hyatt Beaver Creek Resort & Spa (Colorado, USA)
18-month Rooms Division Trainee
DEC 2006 - MAY 2008

- Rotating training program in various areas of the Rooms Department, including: Communications Center, Reservations, Camp Hyatt Supervisor (Childcare), Concierge Desk and Housekeeping Supervisor.