

CONTACT

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Buenos Aires

ABOUT ME

I have professional experience in 5-star Hotel in the United States. I worked in Customer Care in Hilton South Carolina (2007) and Sheraton Baltimore City Center (2008) as a Receptionist and Room Service Waitress (2009). I also attended an English course in Auckland, New Zealand. I developed my Italian during long stays in Milan with local relatives.

SKILLS

ENGLISH

ITALIAN

TEAMWORK

COMUNICATION

MULTITASKING

CUSTOMER CARE

REFERENCES

Cruz Peman
Norwegian Air Argentina
cpeman@hotmail.com

Dario Retamozzo
Arcor Group
dretamozzo@arcor.com

MELISA CURTOIS

My professional experience in Hospitality, Aviation and institutional relations allowed me to successfully integrate myself into dynamic environments. I speak both English and Italian fluently and I have excellent qualification for interpersonal relationships. I am actually looking for a new professional challenge.

PROFESSIONAL EXPERIENCE

JETSMART AIRLINES
FLIGHT ATTENDANT
MAY 2021 – PRESENT

Dedicated attention to passengers and safety measures on board, in the first ultra-low cost airline in South America. CRM, Teamwork, situational awareness and dealing with disruptive passengers. On board sale service according to airline standards.

NORWEGIAN AIR ARGENTINA
FLIGHT ATTENDANT
OCT 2018 – MAR 2020

I had the privilege of being part of the first 60 Cabin Crew Members within 3,000 candidates to start-up Norwegian Air operations in Argentina, offering a high quality customer service with high standard procedures. I have developed the ability to work under pressure and also to manage passengers in difficult situations.

CARTOCOR – ARCOR GROUP
MANAGEMENT ASSISTANT
MAR 2013 – SEP 2018

Assistance to directors, managers and major corporate clients in air, lodging, transfer reservations and coordination of stays according to their specific requirements. Public and Institutional relations assistant with customers and the local community.

KNT MEDICAL SUPPLIES
SALES REPRESENTATIVE
OCT 2011 – FEB 2013

Receiving, processing and delivering of orders placed by the clients according to quality system standards governed under ISO9001 and ISO13485. I was in charge of charging and billing, and advising domestic and foreign inputs on sale customers as well as participation in fairs.

ALVEAR PALACE HOTEL
SPA & FITNESS CENTER RECEPTIONIST
JUN 2008 – MAY 2011

Coordination and organization of the overall functioning of the Spa. I dedicated my attention and advice to recommend the guest the different spa treatments that best suited to them. I had a discreet and personalized contact with important guests visiting the hotel and I participated in the development of joint projects and proposals to other sectors.

EDUCATION

QUILMES NATIONAL UNIVERSITY
HOSPITALITY MANAGEMENT
2002 - 2008

PROFESSIONAL SCHOOL OF CABIN CREW MEMBERS
CABIN CREW
2016