

Maria Delfina Salva

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Tourism • Customer Service •

PROFESSIONAL PROFILE

- ❑ Tourism professional with 10 years experience in airline industry and customer service
- ❑ Fluent in English and Spanish (written and spoken) Cambridge Proficiency English

PROFESSIONAL EXPERIENCE

MileagePlus and Reservations Agent-United Airlines (2012-present) Buenos Aires, **Argentina**

- ❑ Provide first point of contact for customers and support over phone, emails with their MileagePlus accounts and reservations queries
- ❑ Support Backoffice team, when it is needed, to contact passengers or re-schedule itineraries by phone or Reservations mailbox
- ❑ Work as a team with Backoffice, Rates and Leads to solve passengers issues
- ❑ Report and escalate technical problems to Supervisors
- ❑ Multiple folders managed in Kana to help MileagePlus members
- ❑ Investigate cases in Rascal to verify refunds cases or to look up previous reservations

Customer Service **April 2010 – December 2011**
Aeropuertos Argentina 2000 Buenos Aires**, Argentina**

- ❑ Responsible for assist customers at the airport in person and by the phone
- ❑ Audit different areas in the airport (shops, security,cleaning)
- ❑ Assist VIP customers to check in process and drive them to the plane

Seasonal job
Vail Sports and Resorts Colorado, **United States**

- ❑ Assist customers about queries of ski products
- ❑ Organize and label every product in the inventory
- ❑ Cashier

EDUCATION

- **Tourism and Hotel management, USAL, Universidad del Salvador**(2010) Buenos Aires,**Argentina**
- **High School degree, Colegio Marianista San Agustin** Buenos Aires**, Argentina**

LANGUAGES

- **Spanish:** native
- **English**: Fluent written and spoken **(CPE, Cambridge University)**
- **Portuguese:** Intermediate **(Universidad del Salvador)**