



AYLEN FELDMANN

Guest Service / Front Desk / Hospitality

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Ushuaia, Tierra del Fuego, Argentina

EDUCATION

Instituto Provincial de Enseñanza Superior – English Teaching Degree (incomplete)

Dr. José María Sobral High School – Baccalaureate in Social Communication

EXPERTISE

- Guest service & front desk management
- Reservation handling and quotation processes
- Stock and inventory control
- Billing & invoicing (AFIP)
- Hotel software (WinPax)
- Booking platforms: Booking.com, Despegar, Expedia
- Cash register and POS handling
- Conflict resolution and multitasking
- Children's recreation and teaching
- Adaptability and teamwork in dynamic environments

LANGUAGE

- Spanish – Native
- English – Advanced (oral and written)
- Portuguese – Basic (oral and written) – Completed certified course

ADDITIONAL INFO: AGE 22 | ARGENTINE | VALID PASSPORT | IMMEDIATE AVAILABILITY

PROFESSIONAL SUMMARY

Experienced hospitality professional with a solid background in front desk operations, guest relations, and reservation management. Seeking to contribute my skills to the cruise industry, bringing a strong commitment to service excellence, cultural sensitivity, and operational efficiency in fast-paced, international settings. Proven ability to handle diverse guest needs, support team coordination, and maintain high standards of professionalism under pressure.

WORK EXPERIENCE

Hotel América – Front Desk & Reservations 2023 – Present

Ushuaia, Argentina

- Provided personalized guest assistance in a 3-star hotel setting.
- Managed reservations, room quotations, and check-in/check-out procedures.
- Handled cash register operations and performed stock control.
- Responsible for invoicing and AFIP reporting.
- Supported other areas when needed, ensuring operational flow.

LH Hotels – “Las Hayas Resort” & “Los Acebos” – 2023 - 2023

Receptionist (Winter Season)

Ushuaia, Argentina

- Assisted national and international guests in luxury hotel settings.
- Handled room bookings and reservation updates.
- Managed front desk operations including check-in/out and guest inquiries.
- Coordinated winter activity packages and internal service follow-up.

Bluebird Institute – English Teacher

Ushuaia, Argentina

2021 – 2023

- Designed and led English lessons for children, teens, and adults.
- Managed class planning and delivery for foreign language development.
- Focused on grammar, reading, listening, speaking, and written expression.