



# NATHALI BRAVO

## Front Desk Supervisor

### Profile

Hospitality professional with experience in front desk reception, concierge roles and reservation department. Skilled in inclusive customer service while managing multiple tasks to ensure positive guest experiences.

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 Ciudad Autónoma de Buenos Aires, Argentina

### Education

**Technical degree in Hospitality and Tourism**  
Instituto Universitario Americo Vespucio  
2012- 2015

### Expertise

Arion hotel system.

Opera hotel system.

Microsoft Office

### Language

Spanish - Native

English - Intermediate

Portuguese - Basic

### Work Experience

2018  
-  
Present

#### Intersur Recoleta Hotel (Argentina)

Front Desk Supervisor

- Handled guest complaints.
- Oversee the front desk operations.
- Coordinate with other departments, to ensure seamless coordination and the delivery of a consistent guest experience.
- Check in and check out process – billing process – concierge activities.
- Manage room availability and reservations.

2017  
-  
2019

#### Suites Catalinas Hotel (Argentina)

Recepcionist

- Greet and welcome guests.
- Handle check-in and check-out procedures.
- Handle guest accounts and transactions.

2014  
-  
2016

#### Lincoln Suites Hotel (Venezuela)

Recepcionist

- Greet and welcome guests.
- Handle check-in and check-out procedures.
- Handle guest accounts and transactions.

2010  
-  
2013

#### Paseo Las Mercedes Hotel (Venezuela)

Hotel Reservation Agent

- Processed all reservation requests, changes, and cancellations received by phone, fax, or mail.
- Maintain an inventory of vacancies reservations and room assignments
- Inform customers of hotel amenities and make recommendations