

JOANA DANIELA NAVARRO

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#### PROFESSIONAL OBJECTIVE

My personal objective is to continue learning the English language and achieve a good level of fluency in conversational and communicational skills. My career objectives are to continue learning and progressing in life.

#### WORK EXPERIENCE

Barista, YPF Achiras, Córdoba, Argentina

2009-2015

Beach Operator, YPF Achiras, Córdoba, Argentina

2014-2020

Masseuse, Lotus, Córdoba, Argentina

2010-2023

Kitchen Assistant, YPF Achiras, Córdoba, Argentina

2020-2023

Waitress, La Porteñita Restaurant, Córdoba, Argentina

2020-2023

Customer Service, 2009-2023

#### EDUCATION

Mazotherapist LETOILE, Córdoba, Argentina

2010-2012

Chef Assistant, Violeta, Córdoba, Argentina

2013-2015

Barista, Violeta, Córdoba, Argentina

2009-2010

Bachelor's Degree in Business Administration, Siglo21, Córdoba, Argentina

2017-2022

## SKILLS

- Effective communication: I have developed strong communication skills through my experience in customer service and working in various roles that require interaction with diverse individuals.
- Leadership: I have demonstrated leadership skills in my previous roles, taking initiative and guiding team members to ensure smooth operations.
- Teamwork: I am a team player and thrive in collaborative environments, valuing the input and contributions of others.
- Willingness to learn: I have a strong desire to continue learning and growing both personally and professionally.
- Interpersonal relationship: I excel in building and maintaining positive relationships with colleagues and customers.
- Quick adaptation: I am able to adapt quickly to new environments and tasks, ensuring efficient transitions.
- Basic level 2 in English: I have a basic level of proficiency in English and I am actively working towards improving my conversational and communication skills.
- Basic Italian: I have a basic understanding of Italian language.
- Native Spanish: Spanish is my native language.

## COURSES AND CERTIFICATIONS

- Barista Certificate: I have completed a barista course, enhancing my skills in coffee preparation and customer service.
- Bartender: I have acquired the necessary knowledge and skills to work as a bartender.
- Masseuse: I have been certified as a masseuse, providing relaxation and therapeutic massages.
- Personal Trainer and Sports Nutrition: I have completed a course in personal training and sports nutrition, enabling me to guide individuals in achieving their fitness goals.
- RSA (Responsible Service of Alcohol - Australia): I have obtained the RSA certification, ensuring responsible service of alcohol in accordance with Australian regulations.
- White Card: I have completed the White Card course, demonstrating my knowledge of occupational health and safety in the construction industry.
- RCG (Responsible Conduct of Gambling): I have acquired the RCG certification, ensuring responsible conduct of gambling activities.
- FSS (Food Safety Supervisor): I have completed the FSS course, demonstrating my understanding of food safety regulations and best practices.