

# Natalia María Laurie Jiménez

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## Guest Service Officer

Lima, Peru

+51918073339 · natalia.laurie96@gmail.com

## Professional Summary

Experienced professional with a background in hospitality, customer service, culinary arts, and medical interpretation. Proven ability to manage front desk operations, provide accurate medical interpretations, and oversee social media strategies. Known for excellent communication skills and a strong work ethic.

## Employment History

### Guest Services Officer, Royal Caribbean

January 2024 — Present

- - Provide exceptional guest services and ensure customer satisfaction.
- - Address and resolve guest concerns and issues promptly and professionally.

### Medical Interpreter, GLOBO, Lima

June 2023 — December 2023

- - Provided accurate interpretation and translation of critical medical information.
- - Assisted physicians and other healthcare providers with non-English speaking patients.

### Front Desk Manager, DCO Hotel, Máncora

December 2022 — June 2023

- - Provided guidance and direction to associates to ensure adherence to hotel policies and standards.
- - Managed front desk operations and ensured excellent guest service.

### Front Desk Manager, Selina Cusco, Cusco

January 2022 — December 2022

- - Directed associates to comply with hotel procedures and regulations.
- - Oversaw front desk activities and maintained high customer service standards.

### **Front Desk Clerk, Selina, Máncora**

January 2021 — December 2021

- - Greeted customers, answered phones, and assisted with mail and office supplies.
- - Provided exceptional guest service and supported front desk operations.

### **Assistant Cook, Norwegian Cruise Line, Québec**

October 2019 — July 2020

- - Assisted in food preparation and maintained cleanliness in the kitchen.
- - Collaborated with the culinary team to ensure high-quality meals.

### **Front Desk Clerk, Diem Hotel, Vichayito**

November 2018 — September 2019

- - Supported guest service functions and maintained knowledge of hotel services and promotions.
- - Shadowed the guest service manager to enhance service delivery.

### **Cook, 50 Eggs, Miami**

February 2018 — November 2018

- - Followed standardized recipes and maintained cleanliness in the kitchen.
- - Reported shortages and discrepancies to the Sous Chef.

### **Owner, Lasagnas y Salsas Hechas en Casa, Lima**

June 2014 — Present

- - Prepared frozen desserts and managed social media marketing.

## **Education**

### **Bachelor, Le Cordon Bleu, Lima**

March 2014 — July 2017

### **High School, Los Reyes Rojos, Lima**

Graduated 2013

## **Skills**

- - Medical Interpretation
- - Front Desk Management
- - Culinary Arts
- - Customer Service

- - Social Media Management
- - Communication
- - Team Leadership

## **Languages**

- - Spanish: Native
- - English: Fluent