



Paolo Morales

Bilingual engineer with extensive experience in language teaching, tourism, hospitality, and customer service, primarily catering to European guests.

Three years of experience in the tourism industry in San Pedro de Atacama, Chile, working as a receptionist, tour sales agent, and bilingual tour guide.

Skilled in guest reception and assistance, managing bookings, selling tours, and ensuring high-quality customer experiences.

Led tours in both English and Spanish through the most iconic destinations of the Atacama Desert.

Certified English teacher (TEFL) with expertise in personalized instruction for business English, general English, and international exams, both in-person for companies in Buenos Aires and remotely for professionals in Chile.

Three years of international experience in the USA, Canada, and Australia, studying English and working in agribusiness, grape harvesting, and temporary roles in tourism and hospitality, including waiter, cook, and hostel reception positions.

TEACHING WORKING EXPERIENCE

ENGLISH TEACHER.

CHILE | 2020 - 2024. REMOTE

- Taught General and Business English courses through the agencies B2B, eClass, and TECA.
- Classes focused on developing oral communication and conversation skills in companies such as:

Cuprum (Financial Services)

EY (Consulting and IT Services)

Principal (Financial Services)

Universidad Federico Santa María (Education)

Fray León Inversiones - Grupo Ultramar (Investments)

Molycop (Mining)

Chilquinta (Energy)

Sovos (Tax Compliance Solutions)

Huber Chile (Industrial Manufacturing)

- Personalized TOEFL and SAT exam preparation courses for teenagers through the TECA agency.

PERSONAL INFORMATION

Age: 39

Id number: 16197433-1

Nationality: Chilean, Argentine resident.

Address: Arturo M Bas 555
Córdoba, Argentina

CONTACT

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ENGLISH TEACHER.

BUENOS AIRES, ARGENTINA | 2018 - 2020. **IN-PERSON**

- Taught personalized and group courses in major companies and conglomerates through the agencies In-Company and PLS.
- Business English classes focused on oral communication and conversation for companies such as:

Banco Ciudad (Banking)
Banco Santander (Banking)
Grupo IRSA (Real State)
Pampa Energía (Energy)
Global Logic (IT & Engineering)
Minera Austral Gold (Mining)
Mall Paseo Alcorta (Shopping Center)
Consultores (Real State Investments)

WORKING EXPERIENCE IN TOURISM

RECEPCIONIST - TOUR SALES AGENT.

SAN PEDRO DE ATACAMA, CHILE | 2014 - 2017

- Responsible for guest check-in and reception at Hostel Talar, ensuring a warm and attentive welcome.
- Provided recommendations on local attractions and activities.
- Sold and managed personalized tour packages tailored to guests' needs.
- Handled reservations and guest inquiries through Hostelworld and Booking.
- Processed payments for accommodations and additional services.

FREELANCE BILINGUAL TOUR GUIDE.

SAN PEDRO DE ATACAMA, CHILE | 2016 - 2017

- Organized and led guided tours to iconic destinations such as the Tatio Geysers, Altiplanic Lagoons, Valley of the Moon, Cejar Lagoon, Puritama Hot Springs, and the Atacama Salt Flats.
- Provided detailed explanations about the demographics, flora and fauna of each region visited, highlighting endemic species.
- Shared information on the history and customs of the local Licanantay communities, promoting respect for their heritage and traditions.
- Ensured the safety and well-being of tourists throughout each excursion, preventing dehydration, altitude sickness, and other issues, such as extreme temperatures.
- Managed groups of varying sizes and nationalities, adjusting the pace and information of each tour according to the participants.
- All information and stories shared were aimed at enhancing the enjoyment and overall experience of every visit.



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ACADEMIC BACKGROUND

UNIVERSITY OF TORONTO. OISE. CANADA | 2016
TEFL CERTIFICATION COURSE. SPECIALIZATION IN TEACHING BUSINESS ENGLISH AND TEST PREPARATION.

PONTIFICAL UNIVERSITY OF VALPARAISO. CHILE | 2004 - 2010
BACHELOR'S DEGREE IN AGRONOMY. AGRONOMIST ENGINEER.

ENGLISH COURSES

BOW VALLEY COLLEGE. CALGARY, CANADA | 2013.
ADVANCED ENGLISH LANGUAGE LEARNING PROGRAM (ELL)

NAPA HIGH SCHOOL, ADULT EDUCATION. NAPA CA, USA | 2011.
ADVANCED ENGLISH AS A SECOND LANGUAGE PROGRAM (ESL)

CHILEAN - NORTH AMERICAN INSTITUTE OF CULTURE | 2001 - 2003.
PRE-INTERMEDIATE TO PRE-ADVANCED 1 COURSES.

INTERNATIONAL EXPERIENCE.

WORKING-HOLIDAY VISA PROGRAM AUSTRALIA 2013-2014.

- Seasonal work in agriculture, winemaking, warehouses and hospitality across Brisbane, Sydney, Griffith, and Melbourne.

WORKING-HOLIDAY VISA PROGRAM CANADA 2012-2013.

- Seasonal work in agribusiness and hospitality sectors across Maple Ridge (BC) and Calgary.

CAEP WORK EXCHANGE PROGRAM - ENOLOGY, USA, 2011.

- Internship during harvest season at Quintessa Winery, Napa Valley, CA.

BILINGUAL WORK EXPERIENCE. CHILE-ARGENTINA 2014-2017.

- Translator Guide for Tango History Tours. San Telmo, Buenos Aires.
 - Temporary jobs as receptionist for hostels in Brisbane and Melbourne.
 - Waiter at La Plaza Restaurant, San Pedro de Atacama.
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