

CLAUDIA JOHANNA ENCINA

Guest Services Agent – Cruise & Airline Experience



CONTACT

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- Buenos Aires, Argentina

EDUCATION

HIGH SCHOOL DIPLOMA

Colegio Secundario "Normal Superior n°3 Bernardino Rivadavia"

TECHNICAL STUDIES

National Technological University – Programming Fundamentals

-Aviation School – cabin crew course (in progress)

SKILLS

- Outstanding Customer Service
- Team Collaboration
- Airline Industry Knowledge
- High-Pressure Adaptability
- Computer Proficiency (Microsoft Office, Excel, PowerPoint)
- Aeronautical Technical Training: safety protocols, documentation, first aid, and emergency procedures

LANGUAGES

- English (Intermediate)
- Spanish (Native)

AVAILABILITY

Full-time. Available for rotating shifts, weekends, and holidays.

PROFILE

Experienced customer service professional with over 14 years of proven success in the hospitality and aviation industries. Highly skilled in delivering exceptional guest experiences, with a strong focus on empathy, efficiency, and personalized service. Adept at working in fast-paced environments and large teams, I am passionate about service excellence and committed to creating positive and memorable interactions with every customer. Currently pursuing a career in aviation, I bring strong communication skills, adaptability, and a warm, customer-centered approach—ideal for cruise line service roles.

WORK EXPERIENCE

Waitress & Animator

Patatín Pelotero – Argentina (2007–2009)

- Product sales
- Customer service
- Stock management

Senior Waitress

Sushi Club S.A-Argentina (2011-2024)

- Guest service and hospitality
- Team collaboration in high-pressure settings
- Wine and food pairing knowledge
- Adaptability in dynamic environments
- Delivered top-tier service in a high-end dining setting

Senior Waitress

Osaka Restaurante, Argentina – 2024

- Guest service and hospitality
- Team collaboration in high-pressure settings
- Wine and food pairing knowledge
- Adaptability in dynamic environments
- Delivered top-tier service in a high-end dining setting

Senior Waitress

La Mar Cebichería, Argentina – 2024

- Reservation management and guest service
- Collaborated with international teams
- Delivered exceptional customer service in a fast-paced, high-end dining environment.

Passenger Service Agent

Flybondi Airlines, Argentina – 2024–2025

- Check-in and boarding procedures
- Assisted passengers with booking and information
- Used airport operation systems with accuracy