



# IGNACIO ALFONSO TRONCOSO BARRA

## CUSTOMER SERVICE

### EMPLOYMENT HISTORY

November 2024 - Till now  
Administrative  
Medical commission Santiago South

June 2024 - July 2024  
Front Desk Clerk  
Rakau Lodge, Pucón, Chile

January 2024 - March 2024  
Front Desk Clerk  
Del volcán Hotel, Pucón, Chile

September 2023 - November 2023  
Waiter and Front Desk Clerk  
Das Dorf Hotel, Pucón, Chile

January 2021 - June 2023  
Store Operator  
Lider Grocery Store,  
Huechuraba, Chile

September 2019 - June 2020  
Customer service and Landscaper  
Fraatz Landscapping  
Salt Lake City, UT, USA

December 2018 - August 2019  
Founder and cleaner  
UltraClean cleaning services  
Salt Lake City, UT, USA

June 2019 - September 2018  
Waiter  
Tío Bob, mountain restaurant  
Portillo, Chile

### PROFILE

In my over ten years of experience in customer service, I have been able to develop various care techniques focused on effectiveness and also on warmth in the service delivery.

During this period I have provided services in various roles and scenarios, which have allowed me to acquire an important background of knowledge to be assertive, anticipate needs and be decisive in various situations; whether in a relaxed environment or under pressure, both individually and as a team

My high standards in corporate relations have helped me develop the flexibility and adaptability necessary to provide comprehensive and cross-cutting care

### SKILLS

Communication skills in various languages.  
Experience facing the public in various contexts.  
Extensive experience in telephone service.

## PERSONAL DATA

Tupungato #5373  
November 26th, 1986  
ID 16.473.828 - 0  
DISABILITY CARD HOLDER

## CERTIFICATIONS

- 2021 Certificated of techniques and skills of a bank cashier.  
Prived by Sinergy/Capacitaciones SA
- 2011 Flight attendant course.  
Provided by LATAM airlines.
- 2008 Secutrity course for personel nominated to assist others in emergency situations, based on STCW 95
  - A-VI/1 Provided by Royal Caribbean Cruise Line.
  - First Aid.
  - Basic survival boats.
  - Basic fire fighting.
  - Human relations.
- Apropiate crowd management course, bases on the STCW code, section A-V/3-1 and 3  
Provided by Royal Caribbean Cruise Line.
- AutoCAD

## LANGUAGES

- Advanced English. Written and conversational
- Native Spanish
- Basic German and Portuguese

January 2017 - May 2018  
Peruvian restaurant waiter  
Ají Azul, Algarrobo, Chile

June 2015 - July 2016  
Housekeeping Supervisor  
Sheraton Columbus Hotel, OH, USA

March 2011 - April 2015  
Flight attendant  
LATAM airlines, Santiago, Chile

October 2009 - November 2010  
Waiter  
Tanta SPA, Parque Arauco, Chile

November 2008 - April 2009  
Bilingual tour guide  
Turismo Pacífico, Puerto Varas, Chile

May 2008 - November 2008  
Assistant Waiter  
Royal Caribbean Cruise Line  
Serenade of the Seas - Alaska

October 2007 - April 2008  
Waiter  
Ther Ritz Carlton, Santiago, Chile

June 2007 - September 2007  
Customer service  
Valle Nevado Hotel, Valle Nevado, Chile

October 2005 - May 2007  
Front desk clerk  
Los Nogales Hotel/Resort  
Santiago, Chile

February 2005 - September 2005  
Telephone operator  
ENTEL Call Center, Santiago, Chile

## EDUCATION

2015 - 2016  
ESL Columbus State Community  
College OH, USA  
2001 - 2004  
Santa Juliana High School  
Santiago, Chile



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