

# Micaela Roxana Almada

## Profile

I consider myself a dynamic and enthusiastic person about hospitality. Through my years of experience in customer service and gastronomy, I seek to provide genuine, empathetic care and professionalism in a cruise line that matches my personal values, and be able to meet my future goals.

## Work Experience

April 2024 - Sep 2024

**Fierro Boutique Hotel, Buenos Aires**

**Waiter**

Working at "Uco Restaurant" at the Hotel Fierro serving brunch, dinner, room service and special events. Preparation of cocktails, coffee, and welcome of the guests.

Feb 2024 - Mar 2024

**Bestial Fly Bar, Buenos Aires**

**Bar Waiter**

Feb 2023 - Dec 2023

**La Parolaccia Ristorante, Buenos Aires**

**Assistant Supervisor**

- Service control
- Delegating tasks and organizing the shift service.
- Cash management, reservation taking, employee schedules, inventory, placing orders and receiving suppliers.

Mar 2022 - Jan 2023

**Strada Ristorante, Buenos Aires**

**Shift Supervisor**

- Placing orders and receiving suppliers. Control and inventory, cash management.
- In charge of employee schedules and progress to contribute ideas to improve high-quality customer service.
- Supervision of the maintenance and cleaning of the restaurant.

Mar 2021 - Oct 2021

**Impresso Café - El Ateneo Grand Splendid, Buenos Aires**

**Barista**

- Customer care
- Preparation of drinks, coffee and cocktails
- Cash manager



## Contact

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Villa Domínico, Avellaneda



## Education

**Bachelor's Degree in  
Natural Science**

*"Escuela Superior Secundaria  
Simón Bolívar", Buenos Aires.*

Completed in 2015



## Skill

- Customer Service and relationship skills
- Adaptability
- Strong communication skills
- Problem Solver
- Active listening
- Team Worker
- Technically Proficient

## Languages

- English  
C1 Level
- Portuguese  
Basic

## Personal Interests

- Artistic drawings
- Music covers, guitar and vocal student
- Creative writing and blog

## Courses and Certifications

August 2024

### Standards of Training, Certification for Watchkeepers

SCTW training courses aproved by the Merchant Shipping Directorate of Transport in MALTA with the Italian Maritime Academy Technologies, with certification in:

- HBST: Hotel Basic Safety Training
- Ship Security Awareness, Departure Safety Training
- Crowd Management
- Crisis Management and Human Behaviour
- Fire Fighting, First Aids, and Personal Survival Techniques

### Serve Safe Alcohol for Cruise Lines Certificate

Nov 2024

Institution: National Restaurant Association, Educational Foundation

### Food Safety System for Restaurants and Catering Services Certificate

Dec 2024

HACCP Training: Hard Analysis and Critical Control Point.  
CPD Accreditation

## References

### Cristian Simonovich

Manager at La Parolaccia

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- ASK FOR RECOMMENDATION LETTER -

### Federico Alló

Operations Manager at Fierro Hotel Buenos Aires

Phone: +549116309-9888

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### Mariano Camaño

Hotel Sommelier and Restaurant Supervisor

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