

VALENTINA VÉLEZ FERNÁNDEZ

HOTEL MANAGER / CRUISE DIRECTOR



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Ecuador



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ABOUT ME

Graduated professional in Advertising and Marketing, originally from Chile and currently residing in Ecuador, with extensive experience in Tourism, Hospitality, Customer Service, and Administration. Throughout my career, I have developed strong skills in customer communication, consistently demonstrating empathy and a keen understanding of their needs, which has allowed me to deliver exceptional service experiences.

With over 10 years of experience, I have honed my abilities in leadership, organization, and self-motivation, enabling me to successfully manage teams and projects. I am passionate about fostering teamwork to create a positive work environment, and I am committed to working diligently to ensure customer satisfaction.

Currently, I am exploring the luxury yachting industry, seeking to apply my extensive hospitality and customer service expertise in an exclusive and high-end setting.

Key Skills: Effective Communication, Empathy, Leadership, Teamwork, Project Management, Organization, Customer Service, Problem-Solving.

SKILLS

Leadership

Detailed

Project Management

Customer Service

LANGUAGES

Spanish

English

HOBBIES

- Workout
- Yoga
- Nature
- Trekking
- Trails
- Travel
- Cook
- Healthy lifestyle.

PERSONAL DETAILS

Date of birth:
15 Sep 1988

Nationality:
Chile

Visa status:
Approved

Marital status:
Single

WORK EXPERIENCE

KONTIKI WAYRA, Cruise (ECU & COSTA RICA)

Nov 2022 - Nov 2024
Costa Rica & Ecuadorian Coast

CRUISE DIRECTOR

- Focus primarily on ensuring that passengers' needs are met and their expectations are exceeded. responsible for coordinating restaurant and kitchen services.

Some: Stella Maris, Horizon (ECU)

Dec 2022 - Present
Galapagos Islands

CHIEF STEWARD (FREQUENTLY)

Management of food and beverage services, ensuring that the service in dining rooms, bars and food courts is of high quality, efficient and meets passenger expectations.

HOTEL MINDO GARDEN. CASABLANCA (ECU)

Mar 2017 - Nov 2022
Mindó

HOTEL MANAGER

- Reservations, telephone, mail, front desk, register and prepare the room, accounting tasks, excellent customer service.

HOTEL KIMAL. (CHILE)

Jul 2016 - Aug 2017
San Pedro, Atacama

FRONT DESK

- Customer service, Check in Check out, touristic information, cash management.

HOTEL NOI CASA ATACAMA (CHILE)

Mar 2016 - Jul 2016

NIGHT AUDITOR. FRONT DESK

- Verify the boxes and money orders made daily, Check and report payments made, Review movements, balances and make reports, Customer service night time.

FREELANCE TOURIST GUIDE (CHILE)

Jul 2016 - Dec 2016

GUIDE

- Deliver as much information about the place, Make sure you receive good service.

HOTEL ALTO ATACAMA. (CHILE)

Nov 2015 - Mar 2016

FRONT DESK

- Check in.
- Check out, Review the profile of each client and their requirements, Cash management, Reservations, telephone, mail, front desk.

MARIE CLAIRE STORE. (CHILE)

Jul 2015 - Present

STORE MANAGER

- Assign tasks to staff and delegate responsibilities, Ensure compliance and retail standards, Cash Management, Visual, Prepare daily, weekly and monthly sales reports.

EL RASTRO, NEWSPAPER. (CHILE)

PUBLICIST. PUBLIC RELATIONS

- Create advertisements for companies in the newspaper.

GUESS STORE. (CANADA)

Mar 2014 - Nov 2024
Edmonton

VISUAL MERCHANDISING & SALES

- Customer service, Visual, Sales

AZUCAR BAR & RESTAURANTE. (CANADA)

Mar 2014 - Dec 2014

BARTENDER

Bartender

HOTEL WESTIN TRILLIUM HOUSE. (CANADA)

Nov 2013 - Mar 2014
Blue Mountains, ON.

HOUSEKEEPING

Housekeeping

AGENCIA DE PUBLICIDAD. THE WHITE BOX. (CHILE)

Jan 2013 - Present

ACCOUNT EXECUTIVE

Customer service.

INTERNATIONAL FILM FESTIVAL (CHILE)

May 2013 - Present

PUBLIC RELATIONS ASSISTANT

Assistant

HOTEL & WATERPARK WILDERNESS RESORT (USA)

Dec 2011 - Mar 2012
Wisconsin Dells, WI

HOUSEKEEPING

Housekeeping

EDUCATION

PONTIFICIA UNIVERSIDAD CATÓLICA DE CHILE

2013
Viña del Mar, Chile

ADVERTISING & MARKETING

SCHOOL OF VISUAL ARTS NEW YORK

2013
New York, USA

FASHION PHOTOGRAPHY WORKSHOP

OMI. ECUADOR

2022
Manta, Ecuador

STCW95 (STCW2010)

REFERENCES

SOLEDAD CALDERON

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CRISTOBAL ORTEGA

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FABIÁN BOLAÑOS

Capitan & CEO, Galapagos

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