

LIDIA MARTINEZ DIAZ

DETAILS

ADDRESS
20 Little Howards St, Fremantle. 6160, WA

PHONE
0439509826
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VISA
Work and hoilday visa
Full availability
Full orking rights

SKILLS

Ability to work in a team
Fast Learner
Ability to Multitask
Communication Skills
Outstanding costumer service
Adaptability
Effective time management
Leadership skills
Computer Skills

LANGUAGES

SPANISH

ENGLISH

ITALIAN

EDUCATION

TOURISM,
UNIVERSIDAD REY JUAN CARLOS
Sep 2019 - Sep 2023 Madrid, Spain
The entire degree was taught in English

PROFILE

My name is Lidia, I am 28 years old, and I currently hold a work and holiday visa. I am fully available, ready to start working as soon as possible and with full working rights. With a background in tourism, graduated in a **bachelor of tourism** and experience in customer service and public-facing roles since the beginning of my career, I have developed strong **customer service skills**. I also have experience in the **hospitality industry**, making me versatile and capable of adapting to different work environments.

EMPLOYMENT HISTORY

HOSTESS, TORTUGA BEACH CLUB Rimini, Italy
Jun 2023 - Oct 2023

- Reservation and tables management
- Customized customer reception in the reserved areas

HOSTESS, STREETXO by DABIZ MUÑOZ Madrid, Spain
Feb 2023 - Apr 2023

- Coordination of reservations and customer service
- Cashier functions

STYLE SUPERVISOR (INTERNSHIP)
W HOTEL - MARRIOTT GROUP Amsterdam
Oct 2022 - Feb 2023

- Cross-training in different departments
- House-keeping supervisor
- Make sure that cleanliness met Marriott's quality standards
- ALL THE INTERNSHIP CONDUCTED IN ENGLISH

BAR MANAGER, TORTUGA BEACH CLUB Rimini, Italy
Jun 2022 - Oct 2022

- Preparation and service of alcoholic and non-alcoholic drinks
- Bar Management (inventory and supply stock)
- Cash register closure
- Planning and execution of special events

SALES SUPERVISOR, SITAMURT Madrid, Spain
May 2018 - Mar 2022

- Personalized customer service and attention, stylist service
- Stock management
- Online orders and reservations management
- Cash register management