



# MARIA MAGDALENA BURJEL



+34 603 78 65 77



mm.burjel@gmail.com



<https://www.linkedin.com/in/maria-magdalena-burjel>

## CORE COMPETENCIES

Problem Solving  
Critical Thinking

Customer Orientation  
Working Under Pressure

Communication Skills  
Flexibility

## EXPERIENCE

<b>Chief Experience Officer</b> G Adventures (Southern Cone) Feb - Aug 2020	<b>Achievements:</b> Freelance Tour Leader. Traveling with small groups for personalized travel in Bolivia, Uruguay, Argentina, Chile, and Brazil. Terminated contract due to Covid-19 situation.
<b>International Guest Services Associate– Lead</b> Holland America Line (cruise ship) May 2018 – Aug 2019	<b>Achievements:</b> Promoted to Lead and in charge of training. Achieved and surpassed Medallia rating goals while working as a Personal Concierge in the VIP Lounge.
<b>Front Desk Officer &amp; Concierge</b> Alvear Art Hotel (Buenos Aires) Jul 2017 – Apr 2018	<b>Achievements:</b> Worked rotating shifts, acting as Night Auditor twice a week. Achieved sales goals as a Concierge and incorporated new contacts for our database of tours & restaurants.
<b>Front Desk Officer</b> Top Rentals (Buenos Aires) April - Jul 2017	<b>Achievements:</b> Developed with the Management a set of standards and procedures for the front desk and housekeeping. Learned about the upcoming business of temporary rentals.
<b>Front Desk Officer</b> Palacio Duhau – Park Hyatt (Buenos Aires) Jul 2013 – Sep 2015	<b>Achievements:</b> Promoted from an Internship. Performed all shifts and duties, 9 months as Night Auditor. Entrusted by supervisors to train and provide guidance and support for new team members.

## EDUCATION

### BACHELOR’S DEGREE IN TOURISM

Universidad del Salvador (Argentina) 2012 - 2018

Average grade: 8,08 (maximum = 10).

Academic experience abroad: Sciences Po Lille (France)

#### Internship Experiences:

2013 - Azzeta Viaggi Travel Agency (Argentina)

2016 - Youth Hostel Jávea (Spain).

### ERASMUS MUNDUS MASTER ON WINE TOURISM INNOVATION

Universitat Rovira i Virgili (Spain), Université de Bordeaux (France), Universidade de Porto (Portugal) Graduation June 2022

Currently studying Semester 2 in Bordeaux.

## LANGUAGES

SPANISH	Native
ENGLISH	C2
FRENCH	B2
PORTUGUESE	B1

## ICT PROFICIENCIES

Opera, Fidelio, Winks, Loventis.  
 POLAR  
 Concierge Assistant  
 Issutrax, AIMS, Hytrack.  
 Triton  
 Chargerback  
 GDS Amadeus & Sabre (Basic)  
 Microsoft Office

## OTHER INTERESTS



Traveling



Cooking



Outdoor Activities