

## Itzel Díaz

Barcelona, Spain • +34 631 040 335 • itzel.diazg23@gmail.com  
<http://www.linkedin.com/in/itzel-diazg> • Skype: jessamyn15\_2



### Executive Summary

I'm experienced in guest services, F&B and wine service. I'm capable of working both in teams and independently. Empathetic, creative and disciplined; I like to share what I know and also learn from others. I speak fluent Spanish and English. I currently study a Master at EADA, with it I aim to improve my leadership skills. Upon completing this program, I'm interested in merging my passion about wine with the tourism and hospitality sector.

## Professional Experience

### GRUPO PRESIDENTE

Mexican hospitality group that manages hotels and restaurants.

December/2019 – April/2020

Mexico City, Mexico

**Sommelier assistant Alfredo di Roma Trattoria** – reporting to Restaurant Manager and Wine Director Sommelier

- Responsibilities: Sales work and up-selling of the wines in the menu, inventories, requisitions, reception and exhibition of the wines in the cellar.
- Achievements: I organized the cellar by country and numeric code of each wine, and I was preparing a wine training program for the server staff until the pandemic forced the restaurant to close.

### HYATT REGENCY MEXICO CITY

Upscale hotel with over 700 rooms in the area of Polanco. Part of Hyatt Hotels.

October/2017 – December/2019

Mexico City, Mexico

**Front desk agent** – reporting to Front Office Supervisor (March/2019 – December/2019)

- Responsibilities: receiving guests, check-in and check-out, cashiering functions, enrolling guests into loyalty program, up-selling, interdepartmental communication, resolving guest complaints.
- I was mentioned over 3 times by the guests in the end-of-stay survey for outstanding service and on one occasion I received a free dinner award in one of the hotel's outlets for achieving department goals, such as increasing the number of guests enrolled into loyalty program and excellent check-in process.

**Amado pastry shop attendant** – reporting to Amado Manager (October/2017 – March/2019)

- Responsibilities: cashiering functions, preparation of coffee-based beverages, sales work of pastries, supplies inventories, first-in-first-out, interdepartmental communication, problem solving skills, teamwork.
- I was also responsible of the score board, keeping track and boosting department goals, such as increasing sales, average check and mentions in the end-of-stay survey. I also implemented a training program amongst my coworkers about these subjects, including oral and written examinations.

## Education

### International Master in Tourism and Hospitality Management

EADA BUSINESS SCHOOL

Winning team of the annual EADA's Marketing Challenge.

October/2020 – June/2021

Barcelona, Spain

### Degree in Gastronomy

UNIVERSIDAD DEL CLAUSTRO DE SOR JUANA

September/2011 – August/2015

Mexico City, Mexico

**Languages:** Spanish (native), English (fluent), French (elementary)

## Additional Information

### Courses:

WSET Level 2 Award in Wines (ongoing).

Diploma in Wines for sommeliers. Casa Madero Winery. 130 hours.

Diploma in Rioja Wine Tourism. Rioja Wine Academy. Online, 18 hours.

**Other:** PMS Opera, POS Micros symphony, Microsoft Office.

**Date of birth:** 26 February 1993 / **Nationality:** Mexican