



1/10/1990 Montevideo - URUGUAY

# MARIA MAGDALENA BURJEL



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## CORE COMPETENCIES

Problem Solving  
Critical Thinking

Customer Orientation  
Working Under Pressure

Communication Skills  
Flexibility

## EDUCATION

### ERASMUS MUNDUS MASTER ON WINE TOURISM INNOVATION

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

#### INTERNSHIPS:

2020 – Harvest Practical Experience in Finca Experimental URV (Tarragona, ES)

2021 – Great Wine Capitals Global Network (Bordeaux, FR)

2021 – Winemaking Experience in Bodegas Forlong (Jerez, ES)

### BACHELOR'S DEGREE IN TOURISM

Universidad del Salvador (Argentina) 2012 – 2018

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

Academic experience abroad: Sciences Po Lille (France)

#### INTERNSHIPS:

2013 - Azzeta Viaggi Agencia de Viajes (Argentina)

2016 - Youth Hostel Jávea (Spain).

## LANGUAGES

SPANISH Native

ENGLISH C2

FRENCH B2

PORTUGUESE B1

## ICT Proficiencies

- Microsoft Office
- Opera, Fidelio, Winks, Loventis.
- Concierge Assistant, Changerback
- Issutrax, AIMS, Hytrack, Triton
- POLAR, GDS Amadeus y Sabre (Basic)
- Canva
- SEO, Wordpress

## EXPERIENCE

### Chief Experience Officer

G Adventures (Southern Cone)

February - August 2020

Freelance Tour Leader. Traveling with small groups for personalized travel in Bolivia, Uruguay, Argentina, Chile, and Brazil. Terminated contract due to Covid-19 situation.

### International Guest Services Associate— Lead

Holland America Line (onboard position)

May 2018 – August 2019

Promoted to Lead and in charge of training. Achieved and surpassed Medallia rating goals while working as a Personal Concierge in the VIP Lounge. Itineraries in Alaska, Panama Canal and the Caribbean.

### Front Desk Officer & Concierge

Alvear Art Hotel (Buenos Aires, ARG)

July 2017 – April 2018

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.

### Front Desk Officer

Top Rentals (Buenos Aires, ARG)

April - July 2017

Developed with the Management a set of standards and procedures for the front desk and housekeeping. Learned about the upcoming business of temporary rentals.

### Front Desk Officer

Palacio Duhau – Park Hyatt (Buenos Aires, ARG)

July 2013 – September 2015

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.

## OTHER INTERESTS



Traveling



Cooking



Outdoor Activities