

Marcela

PROFESSIONAL PROFILE

Professional with extensive experience in demanding and highly regulated work environments, with a strong focus on people, teamwork, and compliance with standards.

Hands-on experience in customer service, coordination with different professional profiles, adaptation to multicultural contexts, and strict respect for internal procedures.

Active interest in Human Resources with the goal of evolving into a role related to people management, organization, and talent development.

EDUCATION

- High School Diploma (Commercial Expert specialized in Cost Accounting)
- Entrepreneurship and Introduction to AI Course
- Administrative Cashier Course
- Pastry Assistant
- Food Handling Certificate
- Occupational Risk Prevention Course

SKILLS

- Excellent customer service
- Teamwork and proactivity
- Ability to adapt to demanding work rhythms
- Organization, responsibility, and punctuality
- Providing correct, attentive, and friendly service
- Strict compliance with food safety and hygiene regulations

WORK HISTORY

Kitchen Assistant

Grupo Med Playa Sant Eloi – Tossa de Mar, Girona, Spain | May 2025 – September 2025

- Coordinated work with large teams under pressure and high-demand peaks.
- Organization of daily tasks respecting schedules, hierarchies, and internal protocols.
- Direct service to a high volume of customers (*approx. 400 diners per service*).

- Strict compliance with hygiene, safety, and occupational risk prevention standards.

Kitchen Assistant

S.A. de Nutrición, Colegio Xaloc – L’Hospitalet de Llobregat, Barcelona, Spain | October 2024 – April 2025

- Operational support in an institutional environment with defined rules and procedures.
- Constant collaboration with the team to ensure efficient and safe service.
- Rigorous application of food safety standards and work organization.

Kitchen Assistant

Hotel Angelats, Restaurante La Santa – Campelles, Girona, Spain | June 2024 – September 2024

- Support to chefs and kitchen supervisors.
- Preparation of ingredients following established instructions and standards.
- Maintaining order and cleanliness as part of the organizational culture.

Waitress

Hotel MiM – Lleida, Spain | November 2023 – May 2024

- Customer service with a focus on communication and incident resolution.
- Coordination with kitchen and colleagues to optimize timing and quality.
- Preparation and organization of work areas.

Waitress

Bar Petit – Tonelet, Lleida, Spain | April 2023 – October 2023

- Service in dining room and bar.
- Direct payment handling: cash and card.
- Responsibility for order and proper functioning of the assigned area.

Waitress

Randstad – Barcelona, Spain | June 2022 – March 2023

- Participation in services for high-level hotels and restaurants.
- Quick adaptation to different teams, internal rules, and leadership styles.
- Work in banquets, events, and catering services.

LANGUAGES

Catalan: Oral and written comprehension

● **English:** Basic level for hospitality

Spanish: Native