

# Pabla A. Benavides Garrido

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## Personal Profile

Professional Hotelier with fluent written and spoken English. Wide experience in leading successful teams, high customer service standards, upselling, excel spreadsheets, quality management for procedures and standards in Chile and abroad.

I contribute to a nice work environment strengthening every person's skills.

I enjoy developing the competence of every single person being part of the team and also find the well-being of each one since this is essential to accomplish any goal. I bring my ability to teach, quick learning and also share my knowledge with everyone who may need it.

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## Employment History

**2019 - 2020**

**Front Desk Manager  
Santiago Marriott Hotel, Chile**

Coordinate and lead Front Desk procedures or new projects keeping a five star hotel Customer Service standards. Deal and follow up on complaints or any daily challenges such as financial, operational, staff or systems for both Front desk and Bellstand teams. Assume Front Office manager's role when requested personal leave.

**2018**

**At Your Service Supervisor  
Santiago Marriott Hotel, Chile**

Ensure all Guests requests and needs are efficiently handed, this includes answering calls, dispatching and following up on requests. Also assigned to lead the implementation of Guest Experience Program, design and draft reports to be used as per each Head Department.

**2017**

**Night Auditor  
Sheraton Grand Mirage Port Douglas Resort,  
Australia**

Overnight duties related with Night Auditing such as Balance Credit Cards and Ledgers. Issue relevant reports. Check In and Check Out and other duties under Sheraton Standard Service.

**2017**

**Front Office Agent  
Hyatt Regency Sydney, Australia**

Check In, Check Out and all other procedures at Opera PMS Software. Help the guest with all requests

under Hyatt standard service. Rotating shifts scheduled (Morning, Afternoon and Overnight).

**2014 – 2016**

**Operations Manager since pre-opening  
Diego de Almagro Hotels, Chillán - Chile**

Due to the organization chart, the Operations Manager is the person in charge of the entire hotel. Under her leadership, the following departments can be found: Housekeeping, Front Desk, Food & Beverages - Events, Maintenance, Hotel supplier storage and Administration office.

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### **Education History**

**2016**

**Postgraduate degree Marketing and Revenue  
Management  
INACAP Virtual**

**2009 – 2013**

**Hostelry Management, degree in room division  
DUOC UC – Valparaíso – Chile**

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### **Other Knowledge and skills**

**Languages:** Fluent English, Native Spanish, Basic Portuguese

**Certifications:** TOEFL, Excel Intermediate and Advance level accomplished with distinction.

**Software:** PMS Opera, Micros, Outlook.

**Operating System:** Window XP, Office 2007, Office 2010 – Excel (Advance), Word and PPT