



PERSONAL PROFILE

Adaptable Operations & Customer Experience Specialist with expertise in process optimization, data analysis, and customer support. Fluent in English (C1/Advanced) and Spanish (Native), with experience working with international teams in the USA, Spain, and Latin America.

Strong problem-solving mindset and ability to enhance customer satisfaction, optimize workflows, and improve efficiency in multicultural environments.



CONTACT INFO

🇲🇽 Mexican - 27 years old

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EDUCATION

Master's in Hotel Management & Business Administration

Complutense University of Madrid | Sept 2023 - July 2024

B.Sc. in Business Management Engineering

Tecnológico Nacional de México | Aug 2015 - Dec 2019

Certifications & Courses

- **Digital Marketing** | Hudson County Community College | 2022
- **Conversational English** | University of California | 2021

Mariana Flores

OPERATIONS & CUSTOMER EXPERIENCE
SPECIALIST

📍 REMOTE | OPEN TO INTERNATIONAL
ROLES



WORK EXPERIENCE

Operations Audit Specialist

PURE PM Management Company | USA | May 2023 - Present

- Conduct operational audits to ensure compliance with industry standards.
- Resolve data inconsistencies in property, owner, and tenant records.
- Optimize software configurations to improve payments and communication.
- Collaborate with international teams to streamline workflows.

Guest Experience Internship

Minty Stay | Madrid, Spain | Jan 2024 - July 2024

- Managed guest inquiries, ensuring a seamless experience.
- Analyzed feedback to optimize customer satisfaction metrics.
- Worked with teams in Spain and Latin America on service strategies.

Cultural Exchange Program (Au Pair)

USA | Jan 2021 - Jan 2023

- Developed multicultural communication skills while working abroad.
- Strengthened problem-solving and adaptability in diverse settings.
- Gained exposure to American work culture.

Customer Service Representative

Paqueteexpress | Mexico | Aug 2020 - Jan 2021

- Handled high-volume customer inquiries, ensuring efficient resolutions.
- Collaborated with teams to enhance customer experience.



SKILLS

- English: Advanced (Fluent)
- Spanish: Native

Customer Experience Optimization, Operations Auditing & Process Improvement, Multicultural Communication, Problem Solving & Critical Thinking, Data Analysis & Reporting, Team Collaboration & Cross-functional Coordination