

CRISTINA ALVARADO DÍAZ

Seeking my opportunity as Deputy G. Manager / General Manager in Training program for graduates
Full international availability



MAIN EDUCATION

MASTER'S (HONS.) IN INTERNATIONAL HOTEL MANAGEMENT (1st Pr.) - GPA: 90 %

*Les Roches International School of Hotel Management** – 2020

** 3rd most reputable worldwide higher education institution in employability (QS World 2021)*

Double Merit Scholarship Academic Excellence. 100 % grade in Final Applied Project
Nominated to ESD International Hospitality Management Society. Resolution in 2022.

MASTER'S IN REVENUE MANAGEMENT - GPA: 92,4 %

International University of La Rioja (UNIR) – 2021

BACHELOR'S (HONS.) IN HOSPITALITY MANAGEMENT - GPA: TBC

University of Greenwich & LSBF Singapore*** – 2021

** Best London University in Hospitality & Tourism (Complete University Guide 2019)*

*** Best national Private Ed. Institution in Hospitality & Tourism (Training & Education Dev. Awards 2016)*

BACHELOR OF SCIENCE (HONS.) IN PSYCHOLOGY (four-year program) - GPA: TBC

National Distance Education University (UNED) – 2023

QUALIFICATIONS & CERTIFICATIONS

PGCert in Quality Management Systems and Audits - (500 h.), GPA: 93,2%

European Center of Postgraduate and Business (CEUPE) – 2021

- Quality Technician (EEPE)
- ISO 9001 (TÜV NORD)
- ISO 45001 (TÜV NORD)

American Hotel & Lodging Association

- Certification in Hotel Industry Analytics (valid until 2025) — GPA: 96 %

Glion Institute of Higher Education

- Leading Hospitality Through Turbulent Times (3 months)
- How to perform a hotel Market Analysis and Valuation — GPA: 85 %
- Revenue Management Strategy and Tactics of Hotel Room Pricing — GPA: 97 %
- Spa Profitability: Financial Planning for Spa & Wellness Centers — GPA: 88 %

University of California, Irvine

- Effectiveness in Problem Solving and Decision Making
- Managing Project Risks and Changes
- Communication in the 21st Century Workplace

WORK EXPERIENCE

May – Oct. 21

Intern

DEPUTY RESORT GENERAL MANAGER (4 hotels) *****

AMR Collection – Apple Leisure Group

Pre-opening and opening of 4 hotels (AluaSoul Menorca, AluaSun Mediterráneo, Alua Illa de Menorca, AluaSun Far) under a new chain, after a full €10M refurbishment (Stoneweg Investment Fund) and after 20 months of closure due to coronavirus.

Pre-opening: supervision of the end of the refurbishment, start-up of operations, self-protection plan, adaptation to the new chain procedures and coronavirus protocols, purchases, recruitment of permanent-discontinuous staff, interviews...



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[Redacted]



[Redacted]



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PROFILE (AI interviews results)

- **Interpersonal:** team worker, conciliator, communicative, leadership.
- **Work style:** flexible, exigent, ambitious, calm, curious.
- **Working with information:** detail focused, multitask, easing of processing abstract & numerical information, problem solver.

LANGUAGES

Spanish (mother tongue) ★★★

English (full professional competence; Hospitality studies coursed in English) ★★★

French (learning) ★☆☆

PMS

Avalon AntFor ★★★

Opera ★☆☆

INTERESTS

Nature, traveling, writing, reading, drawing, dancing, and sports (equestrian and swimming)

Opening and after: assisting General Management with the administration and management of the resort (361 rooms, 102 keys, different segmentation). Improve internal communication, analyse departmental data, supervise department heads, staff training and motivation, marketing actions and web content of distribution channels, meetings with corporate, safeguard company data, accounting, audits, evaluate performance, investment plans, budget analysis, supplier quality control, monitor online reputation, deal with international and national clients and ensure their satisfaction.

Jan. – Apr. 21

Intern

REVENUE MANAGER

Vyootrip Solutions S.L.

Unique responsible of designing and implementing an integral Business and Revenue Management Strategy for the startup from zero. Organizing and analyzing business and customer historical data, establishing different revenue management actions for each internal customer based on behavior and forecast. Create the strategy, data recollection procedures and systematization for three hospitality dimensions: hotels, airlines, and train for business travelers.

Feb. 19 – Mar. 21

Contract for service

QUALITY AUDITOR

National Agency for Quality Assessment and Accreditation (ANECA), UNIBASQ & AQUIB

Reaccreditation of official degrees for the Ministry of Science Inn., and Univ. of Spanish Government

May. 09 – May. 17

Temporal / for service

AREA MANAGER, CLUB ASSISTANT MANAGER, WAITRESS, EVENT HOSTESS, PUBLIC RELATIONS

Quattro Dance, Golden Cocktail, Salsipuedes, Gogroup Staff&Events...

As Manager and Assistant Manager of different pubs and clubs, staff control and customer care and service, problem and conflict resolution and branding. As Waitress, Event Hostess and Public Relations, customer service, branding and promotion.

OTHER EXPERIENCE

Oct. 18 – present

MENSA SPAIN

Oct. 20 – pres.

National Event Commission Member (directive appointed position, 2500 members service)

Audition of viability and general support to the organization of national events. Role of normative redaction, conflict resolution among work teams, quality supervision and guest complaints resolution.

Mar. 19 – pres.

Territorial Coordinator & Access Supervisor (elected position, 2 terms, 70 members leader)

Promote group cohesion through motivation and periodical organization of activities and events. Creator and organizer of Mensa yearly event in Asturias, "La Entamá" (80 pax), and the yearly access test (125 pax).

OTHER ACHIEVEMENTS

PHD IN PHILOSOPHY OF WORK

University of Malaga – Part time, 2024

AUIP Mobility Competitive Scholarship (Colombia), 1st woman and youngest person giving inaugural discourse. Pamplona Univ. (Colombia). Researcher in international project, governmental funding (Argentina). Book Editor, 17 book chapters and articles. Coordination of 3 congress. 12 conferences. +600 hours in complementary university education.

MASTER'S (HONS.) IN THEORETICAL AND PRACTICAL PHILOSOPHY – MAJOR IN CONTEMPORARY THOUGHT - GPA: 93.3 %

National Distance Education University (UNED) - 2020

Dissertation 100 % high Honors

MASTER'S (HONS.) IN PHILOSOPHY, SCIENCE AND CITIZENSHIP - MAJOR IN CURRENT WORLD, & MASTER'S (HONS.) IN EDUCATION — MAJOR IN SOCIAL SCIENCES: GEOGRAPHY, HISTORY AND PHILOSOPHY- GPA: 96.9% & 9.71% respectively.

University of Malaga - 2018

Dissert. 100 % high Honors. Assistant Management competitive Scholarship. 98 % grade in Final Project

BACHELOR'S (HONS.) IN PHILOSOPHY (four-year program) - GPA: 86.2 %

University of Oviedo - 2017

Dissertation 100% high Honors.

References available upon request.