PERSONAL INFORMATION

CLAUDIA CAROLINA VERA IBAÑEZ

Sex Female | Date of birth 07/08/1989 | Nationality Peruvian

PROFESSIONAL OBJECTIVES

To join a dynamic hospitality organization in Malta in an operational or front office role, where I can apply my extensive experience in guest service, leadership, and performance management while growing within a new international environment and contributing to service excellence and team development.

JOB APPLIED FOR
POSITION PREFERRED JOB
STUDIES APPLIED FOR
PERSONAL STATEMENT

Hospitality Work Program Malta

WORK EXPERIENCE

March 2025 -January 2026

Hostel General Manager

Viajero Hostels, Huacachina - Ica

- Ensured seamless hostel operations across front desk, housekeeping, maintenance, F&B, and experiences, while maintaining the brand's chill, social, and international traveler experience.
- Managed P&L and budget controls.
- Led revenue optimization by monitoring and analyzing KPIs and strategies.

Resident Manager

Bosque Guardian Lodge, La Banda de Shilcayo – San Martín

July 2022 – May 2024

- Interaction with the travelers when being in house to schedule shuttles, excursions, spa and others.
- Optimize hotel operations and focus service on traveler satisfaction, training the team to ensure an exceptional experience at the lodge, a luxury lodge highly focused on sustainability.
- Prepare budgets and manage costs to reach financial objectives while managing the commercial and sales strategy.

Brand Hotel Manager

Rado Hoteles, Trujillo

August 2020 – February 2022

- Supervise hotel operations in both 3* hotels, with a total inventory of 30 rooms and 30 employees, leading: finances, HR, Operations, Marketing & Sales.
- Ensure strict compliance with the COVID-19 protocol.
- Interaction with the guests for personalized experience and guidance to the team to ensure a high-quality service.

Experience Manager

TITILAKA HOTEL by Relais & Châteaux, Puno

July 2016 – March 2019

- Daily briefings with team leaders and responsible of VIP check ins.
- Highly focused in travelers' experience, ensuring a positive experience during the travelers' stay at the hotel, a luxury hotel with 18 rooms.
- Lead and collaborate with experience areas: front desk, housekeeping, excursions, operations and F&B department. (60 employees)

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EDUCATION

TERTIARY EDUCATION

Ostelea Tourism Management School
Master in Hotel and F&B Management
Barcelona - Spain
2024 – 2026 (Currently)

Hotelero Escuela
Specialization in Revenue Management and Hotel Pricing
Peru
2023 – 2024

Hotelero Escuela
Specialization in Hospitality Management
Peru
2021

Universidad Privada del Norte – Laureate International Universities
Bachelor's degree in Management and Touristic Services
Peru
2009 – 2014

SECONDARY EDUCATION

- SENIOR & JUNIOR HIGH SCHOOL

Carmelitas School, Trujillo, 2001 - 2005

ELEMENTARY EDUCATION

Carmelitas School, Trujillo, 1995 - 2000

TRAINING

2023 - E-commerce and OTAS for hotels
Hotelero Escuela
2021 - Program: Sales Management for Hotels
TurismoLab

PERSONAL SKILLS

Mother tongue(s): Spanish

OTHER LANGUAGE(S)

ENGLISH

UNDERSTANDING		SPEAKING		WRITING
Listening C1	Reading C1	Spoken interaction C1	Spoken production C1	B2

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Communication skills

- Active listening and assertiveness.
- Empathy and emotional intelligence.
- Conflict resolution, cultural awareness and adaptability.

Organisational / managerial skills

- Leadership and staff motivation.
- Operational and Financial Management through planning and task prioritization.
- Performance monitoring through KPI tracking.

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Job-related skills	' Teamwork. ' Attention to detail. ' Interpersonal Skills.
Computer Skills	' PMS (ARION, Cloudbeds, FNSRooms, INFHOTEL, SHIOL) & NPS (MyHotel, Revinate). ' Microsoft Office & Basic Canva. ' Power BI for operational and financial reporting.

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