



ELIANNI DEL PINO

CUSTOMER SERVICE

La Habana, Cuba | +53 54054947 | eli.pe1933@gmail.com

PROFILE SUMMARY

Strong professional ethics, committed, organized, and diligent, with ease in teamwork and adaptability to new challenges; constant curiosity and a desire to develop in new and demanding work environments, thus enhancing the quality of the service I provide.

WORK EXPERIENCE

Floor Manager

November 2024 – Present

Jibaro Restaurant and Bar

La Habana, Cuba

- Supervised a team of 12 employees, ensuring smooth daily operations and high performance.
- Utilized data analysis to optimize inventory management, reducing stock loss.
- Developed and implemented staff training programs that improved overall team performance.
- Led and managed the planning and execution of 15+ off-site catering events per month, ensuring seamless service.

Marketing Agent

February 2024 – Present

Etéreo

La Habana, Cuba

- Developed various advertising strategies for increasing visibility on social media, resulting in a sales increase for each company that hires my services.
- Social media advertising, audience interaction, publication strategies.
- Metrics analysis and remarketing.

Waitress / Cashier

January 2023 – November 2023

Hotel Boutique Casa Italia

La Habana, Cuba

- Provided exceptional customer service by anticipating and fulfilling customer needs, resulting in a 15% increase in positive customer feedback.
- Managed a high volume of orders efficiently during peak hours, ensuring timely delivery of food and beverages to guests.
- Upsold menu items and promoted specials, contributing to an increase in revenue.
- Processed cash and mobile payments accurately and efficiently, with no discrepancies in balancing the daily cash register.
- Demonstrated proficiency in operating POS systems and handling various payment methods securely and efficiently.

Waitress / Bartender
Bar-Restaurant Tabarish

February 2022 – January 2023
La Habana, Cuba

- Collaborated with the kitchen staff to ensure accurate and timely preparation of orders, reducing wait times.
- Demonstrated strong multitasking skills by efficiently managing multiple tables and orders simultaneously during busy shifts.
- Resolved customer complaints promptly and professionally, resulting in a 25% decrease in escalated issues and improved customer retention.
- Prepared cocktails, coffees, and infusions, both classic and tailored to specific customer requests.
- Maintained a clean and organized bar area, ensuring compliance with hygiene and safety standards.

Founder and Leader

Lun & Dickinson (Decorative Stationery Craft Workshop)

November 2021 – December 2023
La Habana, Cuba

- Client acquisition, attention, and follow-up.
- Creative management, design, editing, personalization, and production of products.
- Marketing.
- Business finance.

EDUCATION

High School Diploma
IPVCE Federico Engels

2014-2017
Pinar del Río, Cuba

LANGUAGES

Spanish – Native
English – A2

SKILLS

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|-------------------------------|----------------|-----------------|--------------|
| • Microsoft Office | • Team work | • Multi-tasking | • Leadership |
| • Interpersonal communication | • Adaptability | • Marketing | • Creativity |