

Claudio Fernando Basualdo

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COVER LETTER

Dear Hiring Manager or Hiring Team,

I am writing to express my sincere interest in a front-of-house or novice barista position. With a recent completion of a barista course and a strong background in customer service, I am eager to leverage my skills and passion for hospitality to contribute to your team and deliver exceptional experiences.

While I may have limited experience in front-of-house roles, I bring a wealth of transferable skills and a genuine enthusiasm for learning and growing in the hospitality industry underscored by my experience as a Project Manager.

I am excited about the prospect of contributing to your team, learning from experienced professionals, and further developing my skills in front-of-house operations and barista duties.

Sincerely,
Fernando.

INTERPERSONAL SKILLS

- Adept at working under high-pressure and uncertain situations.
- Business and financial acumen.
- Adaptable in new environments.
- Empathetic and collaborative work style.

WORK EXPERIENCE

Service Desk Engineer

Johnson Management Inc.

From June 2013 to September 2019

Key Responsibilities:

- Identified and assessed the scope of service desk tickets and user inquiries to determine appropriate resolution paths.
- Conducted thorough analysis of reported incidents and service requests to diagnose problems and implement timely solutions.
- Provided remote technical support to end-users via phone, email, or remote assistance tools, guiding them through troubleshooting steps and resolving issues efficiently.

Referral: Darin Johnson, President: +1 (303) 898-7900

Project Manager

Todo10, Rosario, Argentina.

From September 2019 to Feb 2023 as **at Todo10.**

Key Responsibilities:

- Excellent interpersonal communication skills developed through collaborating with cross-functional teams and providing technical support to clients.
- Strong attention to detail and ability to multitask honed through managing IT projects and troubleshooting complex technical issues and finding innovative solutions.

Front of House Team Member

Rica Deli, Rosario, Argentina.

From Feb 2023 to Jun 2023

Key Responsibilities:

- Greeted and welcomed guests upon arrival, providing a warm and friendly atmosphere.
- Managed guest reservations, seating arrangements, and special requests efficiently to ensure smooth operations.
- Assisted in preparing and setting up the dining area for service, including arranging tables, chairs, and table settings.
- Addressed guest inquiries, concerns, and feedback in a professional and courteous manner, striving to exceed their expectations.

Referral: Juan Cimino, Head Chef: [@juan_cimino](#)