



Contact Information

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354 839 0041

Skills

Customer service (in-person
& remote)

Effective communication

Problem solving

Teamwork

Proactive attitude

Basic digital literacy

Education

U.E.P. Tulio Febres Cordero

High School Diploma |
2012 – 2017

National Tourism University – Barcelona, Anzoátegui

Associate
Degree in
Tourism | 2018 –
2021

Languages

Spanish	100%
English	100%
Italian	12%

Alba Mudarra

CUSTOMER SERVICE

About me

Experienced professional in customer service and sales, with a background in hotel reception, cashier roles, sales, and remote customer support. I am proactive, team-oriented, and skilled in communication, analysis, and problem-solving. I have provided support in both Spanish and English via phone, email, and live chat.

Work Experience

Hotel Teramum – Receptionist

2020

Reception duties and cross-trained in departments such as housekeeping, laundry, and administration.

Casa Dana – Cashier, Salesperson.

November 2020 – March 2022

Worked in the delicatessen and candy section, cashier duties, and as a waitress when needed.

Barana Seafood – Sales & Administrative Assistant

October 2022 – April 2023

Phone sales of fish and seafood products. Supported the branch manager with administrative tasks.

TodoMarket Supermercado – Cashier

April 2023 – September 2023

Operated the cash register and provided excellent customer service in a combined grocery store and restaurant.

Stealth Mode Three – Customer Service Representative

July 2024 – April 2025

Provided customer support via phone, email, and live chat in English. Assisted clients, resolved queries, and followed up on requests.