

Lucía Herrero Marianetti

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Professional profile

Motivated project manager passionate about turning ideas into reality. Experienced in project and event management, team coordination, and process improvement. Recognized for delivering exceptional customer service and building strong working relationships. Skilled at finding creative solutions and achieving measurable results.



Professional Experience

Project Manager and Chief Operating Officer

Plaza View Hotel, Valencia, Spain (April 2023 – March 2024)

- Increased positive staff reviews by 100% through improved coordination and training.
- Optimized daily and weekly tasks, achieving a 20% reduction in emergency response times.
- Managed room reservations and operational support for key events, focusing on customer satisfaction.
- Supervised weekend and cleaning staff, ensuring optimal task execution.

Project Manager

Google Project Management Course (May 2024 – November 2024)

- Led two projects: "Plant Pals" and "Table Spoon," coordinating teams and clients to define scope and priorities.
- Designed project plans with Gantt charts, status reports, and engaging retrospectives to ensure success.
- Implemented agile strategies to enhance team efficiency and communication.

Project Manager

Zaman, client from USA (November 2024 – January 2025)

- I led a multidisciplinary team in the development of a functional mobile and web application.
- I designed and managed schedules using tools such as Trello, Asana, Jira, ensuring the completion of key milestones on time and within budget.
- I implemented agile methodologies like Scrum and Kanban to optimize workflow and enhance team collaboration.

Education and Certifications

- Google Project Management Certificate (July 2024)
- Scrum Master Certification by Certiprof (February 2024)
- Agile Project Management Certificate by Yesi Education (October 2023)
- Bachelor's Degree in Environmental Sciences (In progress), National University of Cuyo (Since 2020)

Key Skills

- Planning and supervision of events and projects
- Risk management and effective stakeholder communication
- Design and management of schedules and budgets
- Advanced skills in Scrum and agile methodologies
- Fluency in Spanish (native), English (advanced), and Italian (intermediate)

Key Achievements

- Improved operational efficiency by 15% through the implementation of management tools.
- Successfully coordinated international projects, meeting deadlines and maintaining expected quality.
- Developed innovative strategies to solve complex problems, enhancing customer satisfaction.



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To Whom It May Concern:

I am delighted to recommend Lucía Antonia Herrero Marianetti, who served as Project Manager at Hotel Plaza View with exemplary dedication and efficiency. Throughout her tenure, Lucía has proven to be a highly competent professional, consistently exceeding expectations and meeting all established goals.

During her time at Hotel Plaza View, Lucía was responsible for a wide range of operational and administrative functions. Her leadership was instrumental to the hotel's continued success, and her ability to manage and optimize operations has been impressive. Her notable responsibilities include:

- Daily Operations Supervision:** Lucía ensured that all hotel operations ran smoothly and efficiently. She implemented processes and procedures that significantly improved operational efficiency.
- Administrative Management:** She skillfully handled various administrative tasks, ensuring proper resource management, inventory control, and cost optimization, resulting in higher profitability for the hotel.
- Team Leadership and Management:** Lucía led a diverse team of employees, fostering a collaborative and motivating work environment. Her ability to effectively communicate and coordinate with staff significantly improved morale and team performance.
- Achievement of Objectives:** Lucía demonstrated exceptional ability to meet and surpass objectives set by the hotel management. Her results-oriented approach was crucial in achieving annual goals and implementing long-term strategies.
- Customer Service:** Under her supervision, customer satisfaction reached outstanding levels. She implemented policies and procedures aimed at improving guest experience, resulting in positive feedback and greater customer loyalty.



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www.plazaviewpremium.com



Plaza del Ayuntamiento 7, Valencia - España



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Lucía is a dedicated professional with sharp problem-solving skills and a strategic vision that has been vital to the continuous development of Hotel Plaza View. Her commitment to excellence and her ability to handle multiple responsibilities efficiently make her a valuable addition to any organization.

I have no doubt that Lucía Antonia Herrero Marianetti will continue to excel in any challenge she undertakes. I wholeheartedly recommend her for any leadership or operational management position, convinced that her contributions will be significant and of great value.

Sincerely,

Tatiana Gómez C.

Director

Hotel Plaza View

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