



# MERCEDES BASUTTO

SENIOR TRAVEL  
CONSULTANT

## CONTACT

Dubai, UAE  
+971 55 371 9863  
mecha.1708@gmail.com  
linkedin.com/in/mercedesbasutto

## CORE SKILLS

Client Experience

Travel Planning

Team Leadership

Hospitality Audit

Problem Solving

Digital Tools

## LANGUAGES

Spanish NATIVE

English ADVANCED

Portuguese ADVANCED

Italian INTERMEDIATE

Arabic ELEMENTARY

## EDUCATION

- UTN FRBA — International Relations Expert (2019–2020)
- University of Pennsylvania — Power of Team Culture (2019)
- The Wharton School — Marketing Certificate (2018)
- E.E.T. N°455 — Technical Diploma, Electromechanics (1998–2003)

## CERTIFICATIONS

- Transitioning to Product Management
- New Manager Foundations
- The Future of Performance Management
- Digital Transformation
- Leadership Foundations: Styles & Models

## PROFESSIONAL EXPERIENCE

### Travel Counsellors LLC · Dubai, UAE

BUSINESS OWNER | SENIOR TRAVEL COUNSELLOR

October 2020 — Present

Part of a global team delivering bespoke travel consultancy and business travel solutions. Crafting end-to-end personalised journeys integrating flights, hotels, experiences, transfers, events and local activities.

- Consultancy for business travel, holidays, sports and music events
- Strategic planning of itineraries and destinations
- Coordination with international suppliers and local partners
- Management of complex bookings and tailor-made journeys
- 24/7 client support
- Recognised for quickly resolving logistical and operational challenges

### Emirates Airlines · Dubai, UAE

SERVICE DELIVERY | CABIN CREW CAREER & LEADERSHIP

2009 — 2020 · 11 Years

Operational and supervisory role on board with a strong focus on customer service and team management. Progressed from Economy through Business and First Class to Crew Supervisor.

- Passenger service management across all cabin classes
- Resolution of requests, complaints and complex situations
- Coordination of multicultural crews (145+ nationalities)
- Training and coaching of new team members
- Safety management and emergency procedures
- 2x MVP — Inter-Airline Volleyball Tournament

### Magnify · Dubai, UAE

MYSTERY SHOPPER — HOSPITALITY AUDIT

2020 — 2023

Supporting clients in evaluating their guest experience through comprehensive service and customer experience audits. All parameters and guidelines provided by Magnify followed with precision.

- Detailed service evaluation checklist with time-stamp methodology
- Customer experience analysis and feedback reporting
- Gastronomy assessment: plate presentation and service standards
- Front-of-house staff skills evaluation
- Atmosphere and overall environment auditing
- Measuring: Authenticity · Consistency · Engagement · Excellence

### Private Studio · Dubai, UAE

PIANO TEACHER & CLASSICAL PIANIST

2020 — Present

Musical training from age 6. Conservatory teacher: Amalia Pérez, Santa Fe, Argentina. Individual lessons for all levels. Exam preparation for Trinity College London (Performance) and ABRSM.

### Decolar.com (Online Travel Retail) · São Paulo, Brasil

GUEST RELATIONS

June 2010 — January 2011

Client relationship management and post-sales support for travel bookings and tourism services.

### Teleperformance · Buenos Aires, Argentina

CLIENT RELATIONS SPECIALIST — REMOTE

April 2007 — June 2008

Customer service, client retention and product upselling. Telephone communication and complaint resolution.