

Marialejandra Castano Krejci

Customer Experience & Operations Specialist

Bilingual (EN/ES) • Hospitality Tech



marialekrejci2@gmail.com
+1(347)605-7074
Nashville, TN | Remote-Friendly

PROFESSIONAL SUMMARY

Former STR operator who managed 12 properties across multiple platforms - now ready to help hospitality-tech teams deliver world-class CX. 4.8-star average across 1000+ stays with data-driven process design, bilingual support, and content-creation expertise.

EXPERIENCE

Founder & Operations Manager

Krejci Comforts - Boutique STR Management

2021 - Present - 4+ years, Orlando & Nashville

- Scaled boutique STR portfolio from 0 to 12 properties in 24 months across Orlando & Nashville, achieving 75% average occupancy and 4.8/5 guest rating (1000+ stays)
- Grew revenue 40% through Airbnb SEO, dynamic pricing, and conversion-optimized listings; cut operating costs 25% via automated turnover checklists and vendor renegotiation
- Led & trained 8-person housekeeping team, creating SOPs that trimmed turnover time by 50%
- Produced all property content (pro photography, video walkthroughs) using Adobe Premiere, boosting click-through 2x
- Power user of Guesty, Hostaway, and Breezeway - brings first-hand operator perspective to improve CX for property managers

Operations & Fulfillment Coordinator

Park Street Imports

2024 - 2025 - 1 year, Remote

- Managed order fulfillment operations and inventory coordination for distribution company
- Created Excel-based tracking systems that cut pick/pack errors by 22% in six months
- Coordinated vendor relationships to ensure timely delivery and customer satisfaction

Customer Experience Specialist

Contract Engagements (Vivint Security, eTeleQuote, The Alliance)

2019 - 2023 - 4 years, Orlando

- Maintained 96% customer satisfaction across 1,000+ interactions for Vivint Security and insurance products
- Built lasting client relationships through consultative approach via phone, video, and in-person meetings
- Achieved "Top 5% Customer Service" rating through relationship-building (not cold-calling)

EDUCATION

Bachelor of Law

Universidad de Carabobo

2009 - 2014, Valencia, Venezuela

Industry Knowledge

Bilingual Customer Service
Short-Term Rental Operations
Guest Experience Management
Hospitality Operations
Process Optimization
Content Marketing & SEO
Team Leadership
Interior Design & Staging

Tools & Technologies

Guesty, Breezeway, Hostaway, Turno, Properly, HubSpot, Salesforce, Microsoft Office, Google Workspace, Excel/ Sheets Automation, Airbnb, Adobe Creative Suite, Sprout Social, Google VEO, Claude/ Claude Code

Certifications

HubSpot Content Marketing
HubSpot Digital Marketing
Google Analytics 4
Salesforce Basics

Languages

English (Fluent)
Spanish (Fluent)

Social

krejcomforts.com
linkedin.com/in/mckrejci/