

Contact

gracianbaenagonzalez@gmail.com

[+34 687 470 725](tel:+34687470725)

[linkedin.com/in/gracianbaena](https://www.linkedin.com/in/gracianbaena)

Languages

- **Spanish** · Native
- **English** · C1
- **Italian** · C1
- **Portuguese** · Basic
- **French** · Basic

Self-reported language levels; no current official test certificate.

What I bring on board

- Service people feel
- Teamwork and composure
- Always learning

Training

- **2015 · Cabin Crew (TCP) · ESATUR**

Initial TCP studies, aircraft simulator practice in Mallorca and instructor assessment.

- **2019 · Yoga instructor certification**

Madrid

- **2012 · Tourism, Erasmus exchange**

Gracián Baena

CABIN CREW CANDIDATE

Service begins with people.

Sixteen years looking after customers and leading teams in Spain, Italy and Portugal, in retail, international operations and B2B client work. I speak Spanish, English and Italian, I stay calm when things get busy, and I trained in cabin crew basics at ESATUR. Ready to complete any training and qualification your airline requires.

Experience

2021-2026

Customer Success and customer operations · Bodytone / Minderest

Managed and retained an international B2B client portfolio across countries and languages, then led customer support at Bodytone: clear answers, calm under pressure and good handovers with the team.

2020-2021

Senior Content Reviewer, Wellness Ambassador · Majorel, Lisbon

Worked in a multicultural, high-volume team on a Google/YouTube project, and supported the wellbeing of teams in Italy and Spain.

2014-2020

Store Director and Store Manager · Solaris / MasVisión, El Corte Inglés, Mooby

Led store teams in Madrid and Murcia: daily customer service, difficult situations, standards and results. Earlier, assistant manager at El Corte Inglés in Murcia (2007-2010).

2011-2012

Sales Specialist · Phard Zu Elements, Bergamo

Served customers in Italian during my Erasmus year.

2019-2026

Yoga instructor · Mood Fitness / BodyCare Fitness

Certified in Madrid (2019). Led groups of different levels with presence, safety and clear instructions.

Availability

Open to international relocation and the airline's recruitment and training process.

University of
Bergamo, Italy

- **2011 · Diploma in
Tourism**

University of Murcia

ESATUR training is historical (2015). It is not a currently valid aviation attestation; I am ready to undertake the initial course and exams required by the airline.

References

Recommendation letters from ESATUR, Majorel and Mooby, on LinkedIn and on request.

[Read the cover letter ↗](#) · [Back to aviation profile ↗](#)

Independent candidate presentation, not affiliated with any airline. This print-friendly web version remains available while the final PDF is added to the public release.