

Front Desk Agent & Customer Service Representative

Andrés Eduardo Patiño Martínez

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Professional Summary

Dedicated hospitality professional with extensive **experience in luxury service, customer engagement, and problem resolution**. Skilled in **delivering exceptional guest experiences, handling high-pressure situations**, and ensuring seamless service in **multicultural environments**. Fluent in **Spanish (C2)** and **English (B2)**, with basic knowledge of **French (A1)** and **German (A1)**. Passionate about **creating memorable experiences** and adhering to high safety and service standards.

My commitment :

"To high service standards and building positive customer relationships, making me a valuable asset ready to contribute to the success of any national or international hospitality organization or company."

- **Work Experience**
- **Customer Hotel Service Receptionist – Shanghai Mansion, Bangkok, Thailand**

Jan 2024 – Oct 2024

-Delivered personalized **luxury service** to **international guests**, ensuring a seamless and **welcoming experience**.

-**Managed 100+ check-ins/check-outs per week**, optimizing front desk operations with Cambridge hotel system.

-**Resolved 95% of guest inquiries** on first interaction, enhancing customer satisfaction and positive reviews.

-Assisted in **increasing positive guest reviews by 20%** on Booking.com and TripAdvisor through attention to detail and proactive problem-solving.

-**Developed flowcharts** and procedural guidelines to **optimize check-in/check-out** efficiency, reducing wait times and improving guest satisfaction.

-Adapted to high-pressure environments, efficiently **handling VIP arrivals**, last-minute requests, and service recoveries.

- **Customer Service Representative – Mercado Libre (Call Center), Colombia**

Aug 2022 – Jan 2023

-Managed high-volume customer inquiries, ensuring clarity, efficiency, and first-contact resolution by following structured flowcharts and procedural guidelines to address requests systematically.

-**Contributed to a 15% reduction in escalations** by providing clear and effective solutions.

-**Achieved 85-90% quality audit scores**, maintaining compliance with service and performance standards.

- **Waiter – Club Los Arrayanes Golf Club, Colombia *Mar 2022 – Jul 2022***

-**Provided luxury dining service**, ensuring an elegant and refined experience for guests.

-Provided high-end service for members and guests, **maintaining a 95% customer satisfaction** rate.

-Coordinated efficiently with kitchen and bar staff, improving order accuracy and service speed.

- **Waiter – Country Club of Bogotá Golf Club, Colombia**

Jun 2019 – Jan 2020

-**Delivered VIP service for luxury dining experiences, ensuring an elegant and exclusive atmosphere.**

-Assisted in **enhancing service efficiency by 15% through improved communication and coordination.**

- **Education**

-Associate Degree in Hotel Management (2018-2020) – **Completed**

-Bachelor's Degree in Modern Languages (2020-2024) – **7 semesters completed (8 semester paused)**

- **Key Skills & Competencies**

-Luxury Hospitality & Guest Experience – Expertise in **delivering premium service**, catering to **VIP guests, and ensuring top-tier hospitality standards.**

-Multicultural Communication & **Adaptability** – Skilled in interacting with guests from diverse backgrounds, **ensuring a personalized and culturally aware service.**

-**Problem-Solving & Decision-Making** – Adept at handling **challenging situations**, resolving guest concerns efficiently, and **maintaining service excellence under pressure.**

-**Teamwork & Leadership** – Strong ability to collaborate in fast-paced, high-pressure environments, ensuring seamless coordination and service delivery.

-**Attention to Detail & Organization** – **Experienced in developing flowcharts and procedural guidelines** to enhance efficiency and optimize service processes.

-**Luxury Service Standards** – Highly skilled in delivering in experiences, maintaining elegance in service interactions, and exceeding guest expectations.

- **Spoken Languages**

-Spanish – **Native (C2)**

-English – **Advanced (B2)**

-French – **Basic (A1)**

-German – **Basic (A1)**

EF SET Certificate-English: <https://cert.efset.org/es/xZU9Br>