



Citlali Alicia Martínez Olea

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Mexicana

Valid passport

Professional Summary

Experienced front desk and customer service professional with a solid background in the hospitality and wellness industries. Most recently worked as a Concierge Receptionist at a luxury resort in Cancún, handling guest check-in/out, incident resolution, administrative tasks, appointment scheduling, and customer billing. Known for delivering high-level service with empathy, efficiency, and attention to detail. Previous experience includes roles as a cashier-sales associate in a 5-star hotel and as a certified personal trainer, offering tailored fitness and nutrition programs. Strong communication skills, a proactive attitude, and a high sense of responsibility in guest care and operations management.

Professional Experience Summary

- **Concierge Receptionist – Ocean Coral & Turquesa H10, Cancún**

April 2023 – June 2024

Responsible for guest check-in and check-out, issue resolution, appointment scheduling, and administrative tasks such as invoicing and document management. Ensured smooth access control, managed daily/monthly agendas, and handled customer inquiries and payments with professionalism and efficiency.

- **Cashier & Sales Assistant – JW Marriott, Cancún**

November 2022 – February 2023

Processed sales using cash and credit, performed daily cash register audits, and provided customer assistance in the purchasing process. Maintained accurate product labeling and delivered friendly, personalized service to ensure client satisfaction and loyalty.

- **Personal Trainer – Energy Fitness, Mexico**

May 2018 – September 2022

Designed and guided personalized fitness routines based on client goals. Provided tailored nutrition and wellness advice. Conducted evaluations and needs analysis to create effective, client-specific programs.

Additional Training and Certifications

- **Complaint Management & Customer Service – H10 Hotels (2023)**
- **Fire Extinguisher Use and Safety Protocols – H10 Hotels**
- **Basic First Aid and Emergency Response – H10 Hotels**

- **SICCED Coaching Certificate** – Mexican Sports Commission (2017)
- **Neuromuscular Bandage Certification** – UNAM (2017)
- **Sports Nutrition and Supplementation** – Mexican Association of Sports Trainers