

CONTACT



Mirabal sisters #36 Higüey



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leticiabernard49@gmail.com

LANGUAGES

- **SPANISH:** NATIVE LANGUAGE.
- **ENGLISH:** ADVANCED INTERMEDIATE

ABOUT ME

Professional in the area of tourism with experience in the management and promotion of tourist services. Passionate about providing exceptional customer service, with skills to understand and meet customer needs, ensuring customer satisfaction and loyalty. I have solid knowledge of the tourism sector, as well as skills in planning, organizing and coordinating trips and activities, always focusing on quality and excellence of service. Committed to teamwork and continuous improvement, always seeking to provide unique and memorable experiences to clients.

LETICIA BERNARD

ACADEMIC PREPARATION

- **Tourism Administration** 09/2019 - 10/2024
Universidad Católica Del Este (UCADE) Higüey, Provincia La Altagracia
- **Diploma in Bakery and Pastry**

WORK HISTORY

- **UNLIMITED VACATIONCLUB - HIGUEY**

HOSTESS - 01/2024 - Current

I make a filter to confirm if prospects qualify to opt for a vacation membership

- **HARD ROCK HOTEL & CASINO**

RECEPCIONIST- 10/2023 - 01/2024

In charge of receiving guests and organizing their respective reservations

- **BARCELO BAVARO GRAND RESORT**

HOSTESS - 01/2020- 04/2022

In charge of welcoming diners at the beginning of their gastronomic experience

- **IMPRESSIVE RESORTS & SPA**

MASSEUSE- 12/2019 - 06/2021

In charge of performing massages of all kinds providing an experience of relaxation and enjoyment

SKILLS

- CUSTOMER SERVICE
- RESERVATION SYSTEMS MANAGEMENT
- EFFECTIVE COMMUNICATION
- ADMINISTRATIVE TOOLS MANAGEMENT

REFERENCES



- **RAMON FRIAS, 829-529-5215**
- **JOSEFA RODRÍGUEZ, 829-629-4980**