

ANA MARTINEZ CHAVEZ

RECEPTIONIST / CONCIERGE



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SOFTWARE

● Language

English B2

● Computer

Office, PMS Opera, opera Cloud, Innsist

CERTIFICATIONS

2024: Hospitality & Butler by the BritishButler Institute

SKILLS

Ability to multitask, Adaptability, Ability to work under pressure, Ability to work in a team

OBJECTIVE

Customer service with around 5 years of experience. I honed my effective problem-solving and proactive attitude at Vidanta and Marriott, ensuring guest satisfaction through meticulous coordination and hospitality. My expertise in managing reservations and addressing inquiries showcases my multitasking abilities, significantly improving service quality and guest safety.

WORK EXPERIENCE

● VIDANTA RIVIERA MAYA, QUINTANA ROO

CONCIERGE

2022 - 2024

Address customer inquiries with timely and professional responses via phone, email and in-person interactions. Attend guest complaints achieving a promptly solution. Improve overall guest satisfaction by consistently exceeding expectations in all aspects of concierge services.

Manage reservations for exclusive events and restaurants. Ensure guest safety and security, monitoring public areas and managing access to guest floors.

Worked closely with guests, some VIP with high degree of respect for privacy.

Training new concierge staff, ensuring consistent high level of service across the team.

● ROTAMUNDOS, PUEBLA

RESERVATION DEPARTMENT

2020 - 2022

Ensured data accuracy within the reservation system by regularly updating guest profiles, preferences, and special requests.

Manage and make reservation from the hotels

● MARRIOTT PUEBLA MESON DEL ANGEL, PUEBLA

CALL CENTER

2017 - 2020

Manage the hotel's telephone handling over 100 calls daily and ensuring all inquiries were redirected to the appropriate department swiftly and accurately.

Resolved customer complaints with punctual, polite and professional service.

Coordinate with housekeeping and maintenance departments to resolve guest request

EDUCATION

● UNIVERSIDAD ALVART

MASTER DEGREE

August 2013 - July 2017

- Master Degree Modern Language