


Montserrat de Jesus Flores Alvarez

Customer service professional with experience in hospitality and public relations, trained in leadership, time management, and complaint resolution. Focused on service excellence and creating memorable guest experiences.



CONTACT

 Phone: (+52) 311 890 6869

 Correo electrónico:
montserrat.flores21@gmail.com

WORK EXPERIENCE

PUBLIC RELATIONS

HOTEL IBEROSTAR SELECTION PLAYA MITA
2023 - 2025

- Guest service, coordination of activities and transportation.

FRONT DESK

HOTEL LOS ANGELES LOCOS
2020 - 2022

- Guess Service
- Resolution problem

ACTIVITY GUIDE

HOTEL BOUTIQUE ARGOVIA CHIAPAS MÉXICO
2019 - 2020

- guide of different tours and guest service

SKILLS

- Proactive
- Kind
- Teamwork
- Guess service

EDUCATION

Licenciatura en gestión y
desarrollo turístico
UNIVERSIDAD TECNOLÓGICA DE
NAYARIT
2018 - 2022