



Angelica Marcela Serrano Guerrero

Im a Energetic Ambitious person who has developed a mature and responsible approach to any task that i undertake or situations with High level of commitment and sense of belonging in the diifferent work areas.
with communication skills which allows me to have a good interaction in different scenarios , good team work skills 4 year Experience on ships under sales in the Fine jewelry area and hight ticket prices
knowledge in Colombian Law , High level of English .

Work Experience

Assistant port and shopping expert Effy

As An Assistant Port shopping my role was to be the right hand of the port shopping guide Being hes full support, Being charged of Admin task aswell as Promoting and interactig with guest generating special connection with them and assisting them in anything they were looking for , the role was mostly to support the EFFY Jewelry sales onboard and offshore but aswell we supported all the operations and mostly theguest Experience . Onboard Royal Caribbean Ships Voyager of the seas , Allure of the seas , Symphony of the seas , Adeventure of the seas.

February 2023 - August 2024 1 year 5 Months

Retail sales associate// Jewlery Specialist Starboard

Working onboard cruiships in charge of promoting and selling the products on each cruise , focused on hitting targets promoted to jewlery where a developoment to engane with costumers has been developed gaining there trust for them to spend there money on our jewelry closing big sales on watches and fine jewlery. Onboard Royal Caribbean Ships Mariner of the seas , Serenade of the seas.

October 2020 - December 2022 3 years 8 Months

Facilities// employee relations specialist Johnson & Johnson - Facebook Colombia - Omnitempus.

assisting the facilities management area
Organizing agendas (Meetings , events , traveling , accomodations)
Interaction with contractors// employee assitance // HR
Planning Events
managing contact list

March 2018- November 2019 1 Year 8 months

CONCIERGE CASA DANNCARLTON

Costumer service Concierge on a 5 star hotel located in bogota Colombia , where i was the right hand for all the guest Chceked in but more a right hand service to Suite Guest.
Providing information about different tours , excursions , travelling itenararies t Recomendations , reservations , Preperation for special events and more to succeed the expectations and provide the 5 star service the hotel was known for.
Also in charge of taking complains and generating action plans to provide a better costumer service and avoid the same scenarios.

october 2015 - January 2018 2 years 3 Months

Languages Spoken

English

95% Speaking , Listening, writing
Learned in USA.

Spanish

Native

Studies

Studies in Colombian Law
Universidad la gran colombia

Age

29

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