



# Ingrid Esthefany González Mayorga

Professional in Hospitality, Tourism, and Gastronomy  
Management – Mariano Gálvez University of Guatemala

## INFO

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Country: Guatemala

## LANGUAGES

Native Spanish

Advanced English

Intermediate French

## SKILLS

- Excellent verbal and written communication skills
- Professional presentation
- Good information management
- Software , booking and Microsoft programs management
- Problem solving
- Guest services relations
- Organizational skills
- Good stress tolerance levels
- Attention to detail
- The ability to use initiative

## PROFILE

Hospitality and Tourism graduate with extensive experience in customer service, specializing as a cruise and hotel receptionist. Proficient in Spanish, English, and French. Skilled in creating welcoming environments, managing guest inquiries, and solving problems effectively in multicultural settings. Recognized for academic excellence and professional dedication, Passionate about contributing to the success of organizations in the tourism and hospitality sectors.

## RECOGNITIONS AND CERTIFICATIONS

**Bicentennial Merchant Marine Scholarship Recipient (2021):** Awarded by the government of Guatemala for outstanding performance in the field. This recognition was granted by former President Alejandro Giammattei and the Ministry of Defense of Guatemala MINDEF. (2021)

**Technical English Diploma for Cruise Service (2021):** Focused on customer service in the cruise industry. Awarded by INTECAP.

**Advanced Communication in English Certificate (2018):** Demonstrated proficiency in advanced English communication skills. Awarded by CIAV Academy.

**Excellence in Academic Achievement Award (2017):** Recognized for exceptional academic performance at Cristo Rey College, awarded by De la Riva Industries.

**Honor Diploma for Merit (2015 & 2017):** Received for maintaining high academic standards and dedication at Dr. Luis Pasteur Institute and Cristo Rey College.

**Computer Skills Certification (2015):** National Institute of Experimental Basic Education "Dr. Luis Pasteur," Puerto Barrios, Izabal

## EDUCATION

**Mariano Gálvez of Guatemala University, 2018-2021 Graduated in 2024**

*Puerto Barrios, Izabal, Guatemala*

Professional in Hospitality, Tourism and Gastronomy Management

**“Cristo Rey” Private College, (2016–2017)**

*Puerto Barrios, Izabal, Guatemala*

Completed Fourth and Fifth Year of High School in Science and Humanities with a Tourism Orientation

**National Institute of Experimental Basic Education “Dr. Luis Pasteur”, (2013–2015)**

*Puerto Barrios, Izabal, Guatemala*

Completed First to Third Grade of Secondary School, earning the Third Grade Diploma, a computer course diploma, and a Merit Diploma.

**“Mario Méndez Montenegro” Oficial School (2006-2012)**

*Puerto Barrios, Izabal, Guatemala*

From First to Sixth Grade of Elementary School, obtaining the Sixth Grade Elementary School Diploma.

## PROFESSIONAL EXPERIENCE

**Balearia**

**Receptionist (June – October 2022)**

*Ship Name: Eleanor Roosevelt, Palma De Mallorca, Spain*

- Assisted passengers with boarding procedures, including ticket verification, document checks, and ensuring compliance with boarding requirements.
- Managed seating arrangements to optimize passenger comfort and resolved seating conflicts efficiently.
- Handled reservations and bookings in an organized and timely manner.
- Provided assistance with travel-related inquiries, such as schedules, routes, and connecting services, ensuring a smooth travel experience.
- Communicated safety procedures and important announcements to passengers as part of the boarding process.

**La Caribeña Hotel**

**Receptionist (2020-2022)**

*Guatemala*

- Managed front desk operations, including greeting guests, performing check-ins and check-outs, and assigning rooms based on guest preferences and availability.
- Processed room reservations and payments using various methods, ensuring accurate and detailed records were maintained.
- Responded to guest inquiries about local attractions, transportation options, and hotel services, offering personalized recommendations and assistance.
- Coordinated with housekeeping and maintenance teams to address guest requests and ensure rooms were prepared and ready for occupancy.
- Resolved guest complaints by providing effective solutions or escalating issues to management when necessary to ensure guest satisfaction.

## **“La España” Hotel**

**Front desk receptionist (2019 – 2020)**

*Izabal, Guatemala*

- Delivered personalized guest service by addressing individual needs, offering local recommendations, and ensuring a memorable and pleasant stay.
- Managed reception duties, including handling bookings, check-ins, check-outs, and processing payments efficiently.
- Supported the management team in coordinating group bookings and special events, ensuring seamless service delivery and a high-quality guest experience.

## **DOCUMENTS AVAILABLE**

- Valid Passport
- STCW Certificates
- Seaman's Book
- Valid C1/D visa
- International Certificate of Vaccination
- Able to Make Medical Exams