



MOISÉS ELOY PONCE YAÑEZ

📍 Parotas #1, Bahia De Banderas, Nayarit

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✉ Moy_zona@icloud.com

Training

Mayo 2013

Universidad del valle

san vicente nayarit

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Certificate: High school

Marzo 2015

Employment history

Abril 2021

Paradise Village

Nuevo Vallarta

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Concierge

Actual

- Telephone customer service in various languages.
- Customer service and advice.
- Travel coordination for employees and visitors from out of town.
- Cleaning and maintenance to guarantee a good image of the establishment.
- Task planning and support to other departments if necessary.
- Management and documentation of relevant information in the computer system.

Noviembre 2016

Vidanta

Nuevo Vallarta

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Front Desk

Noviembre 2017

- Reception of visitors, offering at all times a good image and a pleasant treatment.
- Check-in and check-out of clients, as well as control of possible additional expenses generated during their stay.
- Telephone attention and filter of incoming calls.
- Reservation management, offering an agile and efficient service at all times to meet customer needs.
- Resolution of problems or complaints, and guidance to guests to improve their stay.
- Telephone attention and filter of incoming calls.

Aptitudes

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|---------------------------------|------------------------------------|
| • Logic reasoning | • Spoken and written communication |
| • I work under pressure | • Digital skills |
| • Responsable | • Formality |
| • Fast learning | • Discretion and confidentiality |
| • Order and cleanliness | • Seriousness and commitment |
| • Motorcycle driving experience | |

Languages

Inglés:

C1

Avanzado

Español:

C2

Experto