

# KAYLIE MONTOYA MARTINEZ

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Efficient | Positive attitude | Resilient

## PERSONAL INFORMATION

Orange Hill, San Andres Island, Colombia  
Sharley1810@gmail.com  
+57 311 6677 270  
Date of birth: October 18, 2002  
Gender: Female  
ID Card No.: 1.006.881.180

## PROFILE

Travel and Tourism Agent experienced in sales. I am motivated, efficient and always willing to offer first class customer service. Organized, detail oriented and self-starter. Focused on successfully increasing sales by offering customers kindness, consideration and support. Also answer their requirements, and provide quick solutions to their needs.

## SKILLS

Active listening  
Organized  
Helpful  
Interpersonal skills  
Flexibility

Working Relationships  
Social Selling  
Customer Engagement  
Leadership Skills  
Excellent Communication

## EDUCATION

Travel And Tourism Agent 2023  
Air and Land Services Agent  
Escuela de Aviación y Turismo Internacional S.A.S (School of Aviation and International Tourism),  
Barranquilla, Colombia.  
Professional Diploma

High School Graduate 2019  
Brooks Hill Bilingual School, San Andrés Island, Colombia  
High School Diploma

## PROFESSIONAL EXPERIENCE

**Customer Service Assistant**  
Kaunter S.A.S, San Andrés Island, Colombia

SEP 2023 – JAN 2024

Duties:

- Sale of flight tickets.
- Answer phone calls and emails from clients interested in receiving preliminary travel information.
- Rearrange flights when necessary.
- Board and unboarding process.
- Passenger check in.

Direct Supervisor: John Morales

Contact: +57 313 422 2805

**Receptionist**

Apr 2024 – Present

Hotel Caribbean On Vacation, San Andrés Island, Colombia

Duties:

- Sale of accommodation by night. (Check in-out)
- Provide a service that the client remembers with joy and wants to stay at the hotel on their next vacation.
- Sell additional services such as romantic dinners, floral arrangements, birthday cakes, exotic dinner's tours, among others.
- Resolve issues and handle complaints from each guest.
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Direct Supervisor: Madelsy Pedroza

Contact: +57 3187266285

**ADDITIONAL INFORMATION**

Basic Knowledge of the English Language Certificate

**LANGUAGES**

Spanish	Fluent	(Speaking, Reading, Writing) - Native
English	Fluent	(Speaking, Reading, Writing) - Native
Creole	Fluent	(Speaking, Reading, Writing) - Native

**FAMILY REFERENCES**

Juan Fernando Montoya Areiza  
+57 311 648 6629

Chevarly Rodriguez Martinez  
+57 310 747 5912

**PROFESSIONAL REFERENCES**

Majerly Fiquiare  
Company: SUPERTODO  
+57 321 424 7949

Hillary Rodriguez  
Company: HRCONSULTING S.A.S  
+57 318 311 8147

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