

# Arantxa Loubet Peraza

Bachelor's Degree in International Trade

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## PROFESSIONAL SUMMARY

Results-driven professional with experience in customer service since 2017, specializing in the hospitality industry as a receptionist. Proficient in English, with a strong background in client relationship management, ensuring exceptional service. Expertise in event and project coordination, demonstrating leadership, effective communication, and problem-solving skills. Proactive and customer-oriented, ensuring efficiency and quality in all interactions.

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## EDUCATION

**Universidad Autónoma de Guadalajara (Tabasco Campus)**

August 2019 – December 2022

*Bachelor's Degree in International Trade*

Professional License: 14092994

**Preparatoria Tecmilenio.**

August 2013 – July 2016

*High School Completed*

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## WORK EXPERIENCE

**Creatur Travel Agency**

*Customer Service & Administrative Support*

February 2024 – Present

- Assisted clients both in person and digitally with travel and flight quotations.
- Scheduled interviews for the Human Resources department.
- Provided support and quotations for social events.
- Issued invoices and processed payments.

**Fairfield Inn & Suites by Marriott**

*Receptionist & Event Coordinator*

September 2018 – May 2019

- Managed check-in and check-out processes using Microsoft Opera.
- Handled reservations and guest amenities.
- Established corporate agreements for employee discounts with companies such as Grupo Truper, Grupo Lala, Grupo Bimbo, Grupo Carso, and Weatherford International Inc.

## **Hotel Krystal Cancún**

*Telephone Operator & Day-Pass Receptionist*

January 2017 – August 2017

- Answered and transferred guest calls and reservation inquiries.
  - Followed up on room and hotel incidents, including courtesy calls.
  - Managed access and control of Day-Pass entries.
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## **SKILLS**

- **Customer Service & Hospitality:** Experienced in direct customer interaction and issue resolution.
  - **Advanced English Proficiency:** Fluent communication with international clients, both oral and written.
  - **Billing & Administrative Management:** Expertise in issuing invoices, handling payments, and managing accounts.
  - **Event & Project Coordination:** Skilled in planning and logistics for social and corporate events.
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## **ADDITIONAL INFORMATION**

- Microsoft Office Suite & Opera PMS Proficiency
- Strong Organizational & Multitasking Abilities
- Excellent Interpersonal & Communication Skills
- Adaptability in Fast-Paced Environments