

# Edgar Zambrano Romero

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Interoceánica 719 - Nueva Florida, Huaraz, Perú, 051

## PROFESSIONAL SUMMARY

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detail oriented guest services staff, with 20 years' experience in guiding tourists around Peru, tour leader, tour organizer, guest services during the stays in south America , five years' experience as guest services as receptionist at five stars category hotel, Hilton in Peru, solve any guests problems while in Peru or south America assist with domestic and international flights, travel insurance, any complaints and requested services, effectively maintaining accurate guest services with friendly information assisting or serving different hospitality industry such as for hotel department or travel services, in general guest relation services; history working as Cruise Line Ships customer services in hotel and restaurant Department and Guest relation services, working in general in travel and tourism industry, specialized in Occupational Health Environmental Safety under Industrial Engineering in my country Peru.

## WORK EXPERIENCE

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### **Front Desk / Counter Guest Services**

February 2022 – October 2024

FIRST CLASS HUARAZ – International Adventure Travel Agency

- Reception and general information to tourists about tours, travels, and tour activities
- Sale domestic and international flight tickets, tour tickets, bus tickets, adventure travel tickets
- Assistance with all tours organizations tours and travel.
- Private tours and group tours organization
- Tour Guide all trekking and adventure tours
- Bus tickets and Flight tickets national and international
- Assistance with arrivals and departures since international airport Lima Peru
- Additional organization with hotels and transfers.

### **Front Desk / Counter Receptionist at Guest Services**

November 2015 – March 2020

*DOUBLE TREE PARACAS BY HILTON - INTERNATIONAL HOTEL*

- Welcome and assistance of guests at check in
- Keep in eyes contact with each guest to assist in case they need help
- Register the check in and check out verifying guests identity
- Receptioning phone calls and responding emails to forward to right area or department
- Give the best and detailed information about the hotel services and internal rules
- Manage rooms reservations and cancellations of the hotel, verifying rooms availability
- Provide room access keys or cards indicating guests to move around the hotel
- Respond to guests requests that contribute to a good guest experience, such as bedding, extra pillows, wake-up calls, room services and other services
- Collect payments for hotel services and issue invoices
- Effectively resolve complaints and problems that guests may have.
- Keep reception area properly ordered

- Offer recommendations of interest about gastronomy, shops, tourist attractions, or local events to guests
- Make management tasks such as scanning and printing documents, elaborating and sending documents to different areas accordingly needed.
- Communicate with the right department head officers for any urgencies and emergencies appeared in the hotel area
- Assistance with all tours organizations tours and travel.
- Assistance with arrivals and departures since international airport Lima Peru
- Additional organization with hotels and transfers.

### **Receptionist front desk**

January 2018 - April 2021

Santa Cruz Trek Hostel - Huaraz

- Welcome to guests and do the check-in at reception, previous check rooms assigned and ensure to be prepared in concordance with room attendants.
- Assist guests with lost luggage, flights delays, lost and found items, show guests all hotel services and how to use them.
- Arrange travel services, connection travel, connection flights, giving city information to guests. Assist all in guests' extra needs.
- tours and travel organizer, on charge of the Hotel, and manage with proficiency

### **Custodial Host and Housekeeping Assistant**

Aug 2010 - May 2012

Disney Cruises INC. • Orlando

general room and suits attendant's assistant in preparing all cabins and suits to welcome guests on embark days at ports, keep clean public areas during the cruising days, cleaning suits at international standards applying five Ss and all suites management, under the laws of USPH. Additional service assist passengers in all their needs, complaints and other requirements

### **Cleaner and Suite Attendant's Assistance**

Nov 2008 - Jun 2010

Royal Caribbean Cruise Lines • Miami

Keep and maintain passengers' rooms and suites and public areas, attend passengers as suites attendant assistance, with daily tasks as cleaning, preparing beds for day and night, attending guests in all requirements at rooms, coordinating with rooms services, cleaning rooms with international standards. under laws of USPH polices

### **Guest Services Front Desk**

December 2001 - April 2008

Peru Bergsport • Travel Agency for Internationals - Huaraz

- Assistance to all guests' individuals and groups in all their needs and requests, ensure guests needs are responded in a timely and efficient manner. Maintain guests confidentially at all times, relate with guests in a self-conduct, attend and friendly manner during all guest encounters.
- Assisting guests in the international airport at arrivals and departures, handling and storing luggage's, assisting in other departments such as hotels check in check out, transfer services, adventure tour services, payment details, all their needs making guests feel comfortable to complete a memorable vacation.
- travel consultant, travel agent in general guest services, travel agency manager related to

international marketing, tour packages seller and tour leader around Peru and south America. Support customers any requests, complaints, assistance with organizing tours national and international, flight tickets assistance, travel insurance assistance and other services need or requested. tours and travel organizer, on charge of the company, and manage with proficiency

- Tour leader around Peru and south American countries, checking all their travel to be fixed and complete all reservations like hotels, tours, restaurants, tour activities, flights, solving any problems as natural disasters, strikes, changing itineraries taking general direction in the way.

## EDUCATION

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### Industrial Engineer

Mar 2017 - Dec 2022

Universidad Peruana de Ciencias e Informatica • Lima, Peru

Graduated Bachelor in Industrial Engineering diploma for Occupational Health and Environmental Safety

## SKILLS

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- Microsoft Office- Marketing- Tour Leader- Hotel Management- Safety for Industries- Languages

## PROFESSIONAL CREDENTIALS

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- Diploma for foreing language education

## AWARDS AND HONOURS

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### certificate

2007

American Society of Travel Asociation

## LANGUAGES KNOWLEDGE

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Spanish Native, French Intermediate, Italian Basic, German Basic