



Merlys E. Torres Cardales

"Proactive, committed, responsible"

+57 324 669 4773

Santa Ana, Barú – Col.

merlisesthortorres@gmail.com

CC 1.007.739.162



I am a trained professional capable of providing exceptional customer service, with experience in the hospitality sector. Committed to creating a welcoming and pleasant environment, I stand out for my attention to detail and effective guest relationship management. I possess assertive and open communication skills, allowing me to build strong relationships between guests and employees. I easily adapt to any situation, facilitating problem-solving and ensuring efficient and empathetic service.

SKILLS

- Customer Service
 - Check-in/Check Out.
 - Effective Communication
 - Reservation Management
- Spanish 
- English 

EDUCATION

2022 - 2025

Cartagena de Indias,
Colombia

TECHNOLOGY IN TOURISM AND HOTEL MANAGEMENT SERVICES

Fundación Universitaria Unicolombo., Cartagena.

2014 - 2015

Cartagena, Bolívar.

ENGLISH B1

Colombo Americano, Cartagena de Indias.

2011 - 2015

Santa Ana, Bolívar,
Colombia

TECHNICAL HIGH SCHOOL DIPLOMA

Institución Ecológico Barbacoas

PROFESSIONAL EXPERIENCIE

Nov. 2024– May. 2025.

Cartagena de Indias,
Colombia

DECAMERON BARÚ, CARTAGENA DE INDIAS.

Hotel Receptionist.

- Direct attention to guests, addressing their queries and ensuring a pleasant experience.
- Efficient management of reservations and check-ins/check-outs, ensuring a smooth and organized process.
- Coordination with other hotel departments to meet customer needs.
- Maintenance of accurate guest records and handling of confidential information.
- Assistance in managing complaints and suggestions, providing quick and effective solutions.

INDEPENDENT TOURIST GUIDE (NO FORMAL WORK CERTIFICATE) BAHAIRE BEACH (AGENCIA AFRO-NATIVE EXPERIENCIES), Playa Blanca. Barú.

Abr. 2022– Oct. 2024.

Cartagena de Indias,
Bolívar, Colombia

- Collaborated with local merchants to offer tourists authentic cultural and gastronomic experiences.
- Provided detailed tourist information to visitors, enhancing their experience at Playa Blanca.

HOSTAL PARADOR – PLAYA BLANCA, BARÚ. Receptionist in Hospitality and Tourism Services

Feb. 2015– Jul. 2023

Cartagena de Indias,
Bolívar, Colombia

- Guest reception and welcome, providing clear and warm information about hostel services and local tourist activities.
- Coordination of reservations, check-in and check-out, ensuring streamlined and organized processes.
- Resolution of requests, complaints, and suggestions with a focus on friendly, personalized attention and quick solutions.
- Support in tour planning and local experiences, promoting nearby tourist destinations, restaurants, and cultural services.
- Maintenance of accurate records and documentation of guests and daily operations.
- Effective communication with cleaning and maintenance teams to ensure optimal conditions in rooms and common areas.
- Promotion of good hospitality practices, creating a positive and memorable experience for national and international visitors.

HOSTAL BANAHIRE BEACH – PLAYA BLANCA, BARÚ. Customer Service

Abr. 2022– Nov. 2024

Cartagena de Indias,
Bolívar, Colombia

- Guest reception and welcome: Provided personalized service from arrival, creating a welcoming and professional environment.
- Multichannel customer service: Responded to inquiries via phone, email, and social media, guiding clients on availability, rates, and services.
- Handling of concerns and complaints: Managed special situations and claims with empathy and efficiency, aiming for timely solutions to ensure guest satisfaction.
- Tourist advising: Offered recommendations on places of interest, transportation routes, local cuisine, and cultural activities in the area.
- Internal team coordination: Constant communication with cleaning, kitchen, and maintenance staff to meet service quality standards.
- Promotion of hostel services: Encouraged use of additional services such as tours, rentals, and meals, contributing to income growth.

CURSOS Y CERTIFICACIONES

Feb. 2022

INCLUSIVE TOURISM
Cartagena de Indias. Escnna.

WORKS REFERENCES

- **LILIA GOMEZ**
HOTEL DECAMERUN
Chief Receptionist
Mobile: 3143424679
- **MAIKER GIRALDO DUEÑO**
HOSTAL BAHAIRE BEACH, PLAYA BLANCA – BARÚ.
CEO of Hostal Bahire Beach.
Owner of Turismo Afro-Native Experiencie Agency
Mobile: 3023681487

PERSONALE REFERENCES

- **YONATAN JOSE TORRES YEPES**
Association of Entrepreneurs (ADEE), Bogotá D.C., AeroWorks Solutions & Universidad de Cartagena
Junior Economist
Marketing and Growth Leader
Junior Researcher
Mobile: 3023769381
Email: ytorresyl@unicartagena.edu.co