



# KAROLAIN SANCHEZ MEZA

## Crew cabin

Age: 22 years  
Medellin, Antioquia, Colombia  
Telephone +57 3148498766  
sanchezkarolain12@gmail.com  
June 12, 2002

*"Treat each passenger as if they were the only passenger"*

### PROFESSIONAL PROFILE

I am a professional focused on customer service, with a solid 2-year experience in roles involving direct contact with clients from various companies, capable of making decisions in high-stress situations. My focus is on providing excellent service, backed by communication skills, empathy, and responsibility. My priority has always been to ensure customer satisfaction.

### Work experience

#### **Cargo Security Transport (CST).**

##### **Longport // American Airlines**

- In charge of security inspection in the cargo area, checking packages and personnel.
- Generate security reports, attaching graphical evidence from the security scanner and detailed log of merchandise inspection.

#### **Receptionist - Telemarketing.**

##### **Passion Colombia**

- Conduct cold calling to users in the company's database, presenting the portfolio and closing sales.
- Generate KPI compliance reports on closed sales and calls.

#### **Customer Service Agent.**

##### **Sabana Salud**

- Handle the reception and management of requests, complaints, and claims, providing a daily report for tracking.
- Guide visitors entering the premises by providing all information about the services.

## **Receptionist (bilingual) February 2024 (Present)**

### **Hotel Selis**

- Reception of national and foreign hotel guests (English) following established protocols, completing registrations on physical paperwork and on the ZEUS management platform.
- Provide support to the reservations department by reviewing email, WhatsApp messages, and platforms such as Booking or Expedia, scheduling reservations, and finalizing requests.
- Provide guests with various amenities to enhance their experience at the hotel, including airport transportation service, offering tourist plans, providing laundry service, and restaurant recommendations.
- Enhance the hotel's visibility on social media platforms by creating creative content to attract users' attention, recording videos within the hotel premises, and editing them to create reels.

### **Competencies or skills**

- Languages: Spanish (native), English (B2) - intermediate.
- Intermediate level Excel proficiency: handling data with pivot tables, creating macros for process automation, and managing reports in Excel.
- Proficiency in hospitality management software like ZEUS: intermediate skills in administrative management, rooms, reservations, additional services, and customized requests.
- Proficiency in reservation tools: Booking and Expedia.
- Proficiency in computer tools from Microsoft Office suite, Google Docs, and Adobe suite.
- Strong oral and written communication skills, ability to lead conversations in a group, and proficient public speaking skills.

### **Professional References**

#### **OSCAR CASTILLO**

Aviation Security Supervisor  
Longport  
Cell: 3203046802

#### **IVAN PERALTA**

ICU Area Administrator  
Sabana Salud  
Cell: 3024165056

### **"Education"**

- Cabin Crew Member - Antioquian Aviation Academy
- Secondary Education (Outstanding Student) - Nuevo Milenio Gymnasium

### **Additional Studies**

- 2022 - Business Intelligence: Utility and Opportunity Areas - Platzi.
- 2020 - GROWN UPS 1 English Course - University of Córdoba.
- 2021 - Basic Life Support - ACLS - Convivencia Protalento Humano Foundation..