



## PERSONAL INFORMATION:

Cell: (044) 984 168 4323

Fracc. Palmas

Email: v\_orta@hotmail.com

## SKILLS

- Good organizational and problem-solving
- Strong communication and interpersonal
- Accountable and proactive
- Can manage multiple tasks simultaneously
- Honest and committed to my work.
- Eye for detail

## EDUCATION

Icat, Tulum.

Mayan massage (October 2022)

Certificate in Basic Massage Techniques(2014-2015)

Reflexology / Shiatsu / Lymphatic Drainage

Facial and Wraps (2013-2014)

**CUAM, Centro Universitario de Alternativas Médicas, Playa del Carmen**

Biodecoding Training (April-September 2017)

**Colegio Mexicano de Masaje, Playa del Carmen.**

Junior Training (2011-2012)

Deep Tissue / Holistic / Swedish / Shiatsu / Polarity/

**Universidad Interamericana para el Desarrollo (UNID), Playa del Carmen.**

Wedding Planner Training (2010)

Weddings Beautiful Worldwide

**Langara College, Vancouver, B.C**

English Courses (Feb2007-March 2008)

**Centro Holístico Latinoamericano, (Cdmx)**

Reiki (Level I, II, III, Master) February 2007

**Universidad Tecnológica de México (Cdmx)**

Bachelor's Degree in Accounting 1993-1996

Postgraduate with Specialty in Finance (1998)

## LANGUAGE:

English 80%

**SOFTWARE:** Office. Social network, TPV, Sicar,

## ALMA ORTA

### ACCOUNTING DEGREE / HOLISTIC THERAPIST

## OBJECTIVE

Being part of a professional team interested in well-being, providing warmth, attention and service to our guests, in an atmosphere of peace and trust, setting into practice my experience acquired in different work areas in order to improve my quality of life and continue with my personal and professional development, while contributing to the achievement of the objectives and goals of the company.

## ACTIVITIES PERFORMED

### Spa:

- Management, teamwork, menu, protocols elaboration, sales & advertising of spa services
- Booking, telephone and email assistance, follow-up and guest feedback
- Charges of services and sale of products into the system
- Control, registration and payment of commissions to therapists, reception and concierges.
- Inventory / laundry reception / follow up to failures in the cabins
- Massages: Relaxing (Swedish) / Deep Tissue / Hot Stones / Holistic / Reflexology / Sports / Prenatal / Aromatherapy / Lymphatic Drainage / Mud / Mayan Massage / Mexican Sobada
- Facial and body Wrap (Tegoder / Natural Benefits / Eminence / Doterra)
- Therapies: Reiki / Shiatsu / Ayurveda / Biodecoding / Cupping / Moxibustion

### Reception and Sales / Yoga Studio, Spa and Boutiques:

- Customer service and sales
- Registration and Control of Sales, Commissions and Inventories reports.
- Cash management and entry into the system

### Administration & Auditing:

- Project organization and administration /
- Verify the correct application and / or creation of policy and procedure manuals.
- Supervision, advice and practical assistance to the team staff.
- Telephone and email assistance to foreign and national customers in various procedures. (File and documentation of Migratory and Accounting Information).
- Billing and collection.
- Management of electronic banking, transfers to Fideicomiso, control of deposits and withdrawals.
- Preparation and control of Account Statements.
- Analysis and Preparation of monthly, quarterly, semi-annual and annual Financial Statements.

## EXPERIENCE

### Freelance Therapist:

**Ahau /Tulum Bachelorette / Mezzanine / Tulum Homes / Villa16 / Encantada / La Valise/ Tulum Signature / Dos Ceibas/ Airbnb's** (September 2017 to date, Tulum, Q. Roo)

### Spa Manager / Therapist

**Ritual Spa** (November 2021-2022, La Velela Tulum, Q. Roo)

**Rincón de la Luz** (Febrero 2007 a la fecha Vancouver, BC ; Tulum , Q. Roo)

### Therapist

**Hotel Mi Amor (Grupo Colibrí)** (May 2015 a September 2017, Tulum)

**Encantada Hotel Boutique & Spa** (February 2014 a May 2017, Tulum)

**Ana y José Charming Hotel & Spa** (June 2013- February 2014, Tulum)

**Grand Sirenis Resort** (March 2011-May 2013, Akumal, Q. Roo)

**Verónica's Massage Gold** (August 2009 - March 2011, Playa del Carmen)

### Reception and Sales / Yoga Studio, Spa and Boutiques:

**Natural Rough / WildSea / Cruzada / Tributo /For all Folks /Sanara Boutique Hotel / Yoga Dicha /Hilo Rojo** (March 2018 to July 2024, Tulum)

### Administrative Assistant /Reception

**R&P Consultores Asociados, S.C.** (August 2009 to March 2011, Mexico City- PDC- home office)

**Accountant / Adviser of the Retirement Fund for Oil Workers and the Association of Ladies**

**Asociación de Ingenieros Petroleros de México, A.C.**

(2004 a 2007, México City-Tulum -home office)

### Financial Auditor

**KPMG, Cárdenas Dosal, S.C.** (2002 - 2004, México City)

**Deloitte&Touch, S.C. (antes Arthur Andersen)(1997 - 2002, México City)**