

# Johan Stiven Hurtado

I have more than **5 years of experience** in the hospitality industry, I'm excited to contribute my knowledge and guarantee the daily operations of restaurants, hotels, bars, entertainment centers, without problems, always putting the needs of the guest first and exceeding their expectations. Excellent interpersonal relationships. High level of responsibility, ability to work as a team, sense of belonging and commitment.

## Work Experience

### **CERFIS - CALI COLOMBIA**

**Manager Fitness Instructor - Currently**

- lead, instruct, and motivate individuals or groups in exercise activities, including cardiovascular workouts (for the heart and blood circulation), strength training, and stretching. They work with people of all ages and skill levels. Creates tailored fitness and wellness plans for individuals and groups. They assign exercise routines based on clients' physical needs and monitor their progress.

### **HILTON GRAND VACATION ELARA - LAS VEGAS** **Lifeguard Lead - April / November 2024 - H2B Visa USA**

- Monitor pool and recreational areas to provide assistance and protection to guests and visitors, Rescue distressed persons, using rescue techniques and equipment, Contact emergency medical personnel in case of serious injury, Inspect recreational equipment for safety hazards and damage or wear, Examine injured persons and administer first aid or cardiopulmonary resuscitation, if necessary, using training and medical supplies and equipment, Maintain proper documentation and reporting as directed, Provide assistance to other team members, as needed or requested. ( **IAM CERTIFIED WITH THE AMERICAN RED CROSS**)

### **HEALTHY FLAVOURS - NASHVILLE TENNESSE** **Packer Lead - October / April 2023 - 2024 - H2A Visa USA**

- Examine, inspect, package and ensure product quality, deliver products to potential customers such as: Walmart - Smith - Sams. Perform daily cleaning of all greenhouses and the packaging area, Clean containers, materials, supplies or work areas, using clean solutions and manual tools maintenance of the waste area, providing daily cleaning, helping with planting, daily cutting of all herbs produced on the farm.



## EDUCATION

### ● **Bachelor: Marketing and International Business**

**Collage:** Universidad Autónoma de Occidente

- Student Director - **Marketing Group**
- Student Director - **Volunteer Group**
- Swimming Representative
- **Best career average**

### ● **Specialist in Advertising Design in Digital Content**

**Collage:** Universidad Autónoma de Occidente

- Content Creation
- Digital Strategies
- **Best career average**

## COURSES

- **Lifeguard:** American Red Cross - USA
- **Customer Service:** SENA - Colombia
- **Bartender:** SENA - Colombia
- **Hospitality and user attention:** SENA - Colombia
- **Language school:** B2 English Certificate: The Embassy LTDA.

## SKILLS

- leadership
- honesty
- teamwork
- kindness
- enthusiasm
- positive
- lead
- empathy
- bilingual
- hard work

# LANGUAGES

- English - Advanced
- Spanish -Native
- Portuguese - Intermediate
- French - Basic

# CONTACT



Johan Stiven Hurtado



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# REFERENCES

Michael Ellis

Trisha Newell

**General Manager**

**Assistant General Manager**

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**CAMP OAK HILL AND RETREAT CENTER - RALEIGH**

**Recreation Coordinator** - May - September  
**2023 J1 visa - USA**

- Organize, direct, and promote interest in recreational activities, such as arts, crafts, sports, games, camps, and hobbies. Assess the needs and interests of individuals and groups and plan activities accordingly, taking into account available equipment or facilities. Create videos, pictures, and post that on different digital platforms: Instagram, You Tube, Facebook and also help to clean the cabins and different spots of the camp.



**HOTEL SPIWAK - COLOMBIA**

**Server** - June - April 2022 - 2023

- Greeting customers upon arrival at the store, providing excellent customer service during their dining experience, providing suggestions for food or drink choices to diners, Taking feedback from diners cleaning tables and preparing spaces for future diners, carrying drinks and food from the kitchen or bar area to the tables, memorizing the food menu and wine list as well as any nightly specials setting tables throughout the shift.



**RECREACIONES TIKO - COLOMBIA**

**Recreation Attendant** - January - March 2021 - 2022

- In charge of recreational activities for children from different ages, also I was in charge of provide excellent vacation to all attendees. lifeguard sometimes, waiter on the weekends, Take food and drink orders. Serve the ordered food and drinks to the appropriate person at the table. Organize and clean the waiter's station during and after service. Manage guest requests, complaints and comments timely and appropriately



**HOTEL SPIWAK - COLOMBIA**

**Kitchen Staff** - 2020 / 2021

- Prepare and hand-stretch dough to create the perfect pizza base, ensuring consistency in size and thickness, Create and customize pizza toppings to customer preferences, ensuring precision and attention to detail, Prepare and cook a variety of pizzas of different styles, such as Neapolitan, Sicilian, and New York style, using traditional techniques and modern equipment, monitor and adjust oven temperatures to ensure pizzas are cooked to perfection and have a crispy crust. Maintain a clean and organized workplace, following strict food safety and hygiene guidelines.



Letter of Recommendation

November 25, 2024

To whom it may concern

Hello,

It is my pleasure to introduce Johan Stiven Hurtado Cortez.

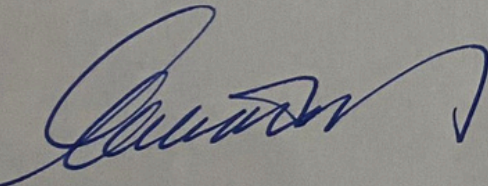
I had the pleasure of having Johan working at Elara by Hilton Grand Vacations in our Recreation department from April 2024 to November 2024 under an H2B Visa.

Johan was a dedicated team member to our guests and co-workers. His welcoming smile and disposition were appreciated by our Members and Guests. His genuine and personal approach suited our resort well as we are a heavy vacation destination property with many diverse guests staying with us throughout the year.

Johan's flexibility and endless diligence assisted us in maintaining our pool deck in a safe and well-organized manner. It was a true pleasure working with Johan and I know he will do well in any position he chooses to devote himself to.

Johan created a great bond with the various teams and departments she interacted with, and we will certainly miss him. I wish him the best of success in all that he does in his future endeavors.

In hospitality,



Michael Ellis  
General Manager

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