



JOSE CASTAÑEDA ROMÁN

Professional profile

*Vacation advisor more tan 10 years
Tourist guide more tan 20 years
Travel agent certified by archer Travel 10 Months*

Contact details

☎ 2221 52 25 75

✉ jkastaneda27@gmail.com

Languages

spoken and written spanish
spoken english

Academic Training

senior high school

Certified tour guide

Work experience

Tour Guide (1999 – Present)

Maritime Terminal cooperative society Acapulco

November 1999 – present

- .Advising clients on planning and organization of personalized trips
- .Management of flight reservations, hotels, transfers , and tourist activities
- .Conditioning of complex itineraries and attention to the specific needs of clients

Archer Travel archertravelagent.com/cassantravel

october 2023 – Present

- .design of tourist packages adapted to the preferences and budgets of clients
- .complaint handling and problem resolution to ensure customer satisfaction
- .assisted clients in booking travel arrangements and provided exceptional customer service

Vacation Consultan (2014 – Present)

Authorized travel advisor for various tourism companies in México , assisting clients in planning their trips

_ Bell boy at hotel Crown Plaza Fiesta Americana Acapulco 1981 - 2000

—waiter at Hotel Hyatt Regency Acapulco es (1980-1981 provided excellent food and beverage service to guests , ensuring a pleasant dining experience

Skills :

Fluent in spanish and English

Proficient in customer service and relations

Strong communication and problem solving