

Lucy Paola Ramirez Huaman

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Enthusiastic hospitality professional with international experience in front office operations and guest services. Proven ability to lead teams and increase sales revenue in my department. Seeking to leverage my expertise in a dynamic hospitality role at your company.



WORK EXPERIENCE

W Marriott • ATLANTA, GA, USA • 04/2024 – 04/2025

Welcome Office Agent • Full-time

- Process guest check-ins and check-outs, including assigning rooms and handling room changes
- Manage reservations made online, by phone, or in person
- Verify payment methods and secure payment
- Anticipate and address guest needs, including complaints and concerns

VIKING CRUISES • GENOVA, Italy • 06/2023 – 11/2023

CUSTOMER SERVICES • Full-time

- Check guests in and out in a timely and courteous manner.
- Available at all times to deal with guest complaints and problems.
- Offering assistance to guests and provide every essential thing to create loyal and happy guests.
- Outstanding ability to perform several tasks at once.

CESAR'S HOTEL • TRUJILLO, Peru • 04/2019 – 05/2023

FRONT DESK • Full-time

- Check guests in and out in a timely and courteous manner.
- Ensure reservations are taken correctly and courteously.
- Greeted, registered, and assigned rooms to guests.
- Providing guests fast, friendly and efficient service while managing guests on telephone as well as in front of me.

APPLE BEES • CORAL SPRINGS, FL, USA • 12/2018 – 03/2019

HOSTESS • Full-time

- Ensure reservations are taken correctly and courteously.
- Available at all times to deal with guest complaints and problems.
- Performing front as well as back of house duties for the satisfaction of every guest.
- Outstanding ability to perform several tasks at once.

EDUCATION

Certificate in TOURISM

CEVATUR • La Libertad, Peru

Certificate in ENGLISH AS A SECOND LANGUAGE

CIDUNT INSTITUTE • Peru

SKILLS

- Adaptability
- Customer Service
- LightSpeed
- Opera System
- Excel
- Word
- Power Point
- Sales leadership
- Bilingual: spanish & english