

WILBERTH DE JESUS
SOBERANIS LOPEZ



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CURP:

SOLW900704HVZBPL05

Birthdate : July / 04 /1990

RFC: SOLW900704I42

NSS: 67139014491

Residing in:

Cancún, Quintana Roo

APTITUDES

Continuous learning

Problem resolution

Creativity

Communication

Respect

Committed

DIPLOMA

English Certificate by SEP,
April 2016

PROFESSIONAL RESUME

Sales and customer service agent with 4 years of work experience in the hospitality industry, committed to maintaining high service standards, creating unique experiences with guests and excellent communication with co-workers, helping to resolve issues effectively

INSTITUTE Instituto Tecnológico Superior de Coatzacoalcos.

EMPLOYMENT HISTORY

Sales advisor from 07/2023 to 10/2023

Turistore, Hotel Secrets The Vine - Cancún, Quintana Roo

Service and sales to guests, following quality and service standards.

Bilingual Call Center Agent 09/2022 until 12/2022

Teleperformance, Work from home

Provide attention to HealthNet California health insurance providers, tracking invoices and medical authorizations.

Receptionist, 09/2021 until 05/2022

Marriott Cancún Resort – Cancún, Quintana Roo

Check-in processes, check-out, currency exchange, multiple charges, registration, guest service, billing, problem resolution, telephone and e-mail attention.

Seller cashier, from 01/2020 to 04/2020 and from 12/2020 to 09/2021

Marriott Cancún Resort & JW Marriott Cancún Resort & Spa– Cancún, Quintana Roo

Guest service, sales and multiple collections. Following quality and service standards.

Retail agent, 10/2016 hasta 11/2019

The Ritz-Carlton, Cancún – Cancún, Quintana Roo

Dynamic and personalized service, attention to suppliers via telephone and email, billing, cash handling, different payment methods, working on professional standards and offering genuine service to guests.