

PRISCILA RAMIREZ RICO

I am adaptable and qualified with extensive experience in the customer service industry and administration (Finance). As a highly motivated and detail-oriented professional, I am well-educated, organized, efficient, proactive, helpful, tolerant and I am looking for great teamwork.



WORK EXPERIENCE

NORWEGIAN CRUISE LINE / REGENT SEVES SEAS

(Feb 2024 – Currently)

Position: **Assistant Purser**  **Receptionist**

Activities: Helping the guests to pay their balances, settled guests and crew accounts, extracting reports from Fidelio to have more details about the credit cards or not method of payment from crew members and guests. Supervising that the reception team is always covering the desk. Making sure that all the amenities prepaid by our guests are distribute to all departments and also verifying that those are posted in their accounts. Assisting guests with Visa application and assisting the guests with questions and with some issues onboard. Taking safety trainings and drills to be safe in case of any emergency.

ROYAL CARIBBEAN (Jul 2022 – Jan 2024)

Position: **Guest Services Officer**

Activities: Assistance guests to answer some questions, helping with any issue onboard and doing the follow up of every guest services report, also refunding thru Hybris or AS400 some items, restaurants, beverage packages or excursions and set the bills with the Fidelio system. Handling the reports and items of Lost and Found. Report in case of a missing person or suspicious person to the security team during night shifts. Taking safety trainings and drills to be safe in case of any emergency.

OPERADORA MARRIOTT (May 2021 – Oct 2021)

Position: **Loyalty Care Agent**


Activities: Costumer service, helping guests to make a reservation. Enrolling guests to the Loyalty Program or assisting to cancel a reservation

AMERICAN AIRLINES (May 2018 – Jun 2019)


Position: **Passenger Service Representative**

Activities: Assistance the passenger to make the check in, boarding the Flight and immigration procedures.

CONTACT INFORMATION

 Telephone: (+52) 5521108227

 Mail: ramirezricopriscila@gmail.com
LinkedIn: Priscila Ramirez Rico

 Address: Mexico City, Alcaldía
Gustavo A. Madero, ZP 07600

FORMATION

TECHNICIAN IN HUMAN RESOURCES ADMINISTRATION

School: Centro de estudios tecnológicos industrial y de servicio número 166 “Carmen Serdán Alatríste”
Titled technique with the best average.

ENGLISH: INTERMEDIATE

King's College London Certificate issued by school of London

SECURITY AWARENESS CERTIFICATION

School: MARSEC Training Inc approved Maritime

SKILLS

- Foreign Languages knowledge (Spanish, English and French).
- Effective communication.
- Active listening.
- Problem solving.
- Ensure that the entire department works in a coordinated manner.
- Financial management.
- The ability to manage time and handle multiple tasks at once.
- Attention to detail.