

ISIS DOANE GUZMAN ZENTENO

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OBJECTIVE

Having worked on cruises before I would like to be part of the Receptionist area, I've been practicing how to give the best service and the best experience to the customers. I have developed a wide range of skills and knowledge that would meet, and exceed the expectations for the role. My skills have been enhanced and improved thanks to the role I used to be as hotel manager and sales retail area and I truly believe that they are suitable for this job.

PROFESSIONAL EXPERIENCE

HARDING BROTHERS (Carnival) – GALVESON, USA

JULY 2022-NOVEMBER 2023

Sales Retail

- List of Duties
 - Sales of product
 - Inventory and lost prevention
 - Delivery
 - Service information to the client

BOHO SPA – MERIDA, MEXICO

JUNE 2021- MAY 2022

Receptionist

- List of Duties
 - Book and confirm appointments.
 - Transaction process.
 - Organize masseuse schedule.
 - Customer service.
 - Check in and Check out.
 - Sales of products.

D'LA VEGA – CORDOBA, MEXICO

AUGUST 2020- APRIL 2021

Real Estate

- List of Duties
 - Sale of houses
 - Prepare open house events
 - Prepare the permits and requirements
 - Give to the client the best option

HOTEL CAMINO DELL BOSQUE – PUEBLA, MEXICO

SEPTEMBER 2019- MAY 2020

Manager/ Supervisor

- List of Duties
 - Customer reception
 - Check in and Check out
 - Cash closing
 - Administrative management
 - Book and confirm appointments
 - Administration of events.

CLUB ALPHA SPORTIVE CLUB – PUEBLA, MEXICO

MARCH 2019- AUGUST 2019

Receptionist

- List of Duties
 - Check in and Check out.
 - Transaction process.
 - Organize clients schedule.
 - Customer service.
 - Intern projects
 - Coach activities with clients

UNIVATUR– PUEBLA, MEXICO

FEB 2018- AUGUST 2018

EXCURSION SALES/CUSTOMER SERVICE

- List of Duties
 - Check in and Check out.
 - Transaction process
 - Sales of trips around Mexico
 - Customer service.
 - Travel organization
 - Coach activities
 - Touristic guide

MARISCOS SAN HIPOLITO– PUEBLA, MEXICO

FEB 2017- SEP 2017

BAR SERVER/HOSTESS

- List of Duties
 - Welcome the guest
 - Serve drinks
 - Book and confirm appointments
 - Customer service

HOTEL FIESTA INN– PUEBLA, MEXICO

MAY 2016- SEP 2016

BANQUET ASSISTANT

- List of Duties
 - Planning and organization of events
 - Book and confirm appointments
 - Sale of events in the hotel

SALES

- List of Duties
 - Sales of product.
 - Customer service.
 - Intern projects

EDUCATIONAL BACKGROUND

Instituto Anglo de Cordoba
2011-2014

UNIVERISTY STUDIES

Universidad del Valle de Puebla
“TOURISM ADMINISTRATION AND MANAGEMENT”
2015-2019

LANGUAGES

SPEAK, READ AND WRITE FLUENT ENGLISH, PORTUGUESE AND SPANISH

REFERENCES

NAME: Leonel Perez Sanchez
POSTION: Architect Builder
YEAR KNOWN: 3 years
CELL PHONE NUMBER: +52 2717045616

NAME: Veronica Rodriguez Molina
POSTION: General Manager
YEAR KNOWN: 1 year
CELL PHONE NUMBER: +52 9995676303