

VALERIA GREGOCHUK

Tourism and Hotel Business Administration

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PROFESSIONAL PROFILE

Bilingual Tourism and Hotel Business Administrator with experience in office administration, customer service, inventory management, telemarketing and assistance in academic research work.

I have special interest in developing my professional skills in the hotel sector, emphasizing customer service and support in event coordination.

EDUCATION AND ABILITIES

University title

Corporación Universitaria UNITEC – Bogotá, 2023

Tomilson Adult Learning Center

English as a second language program – Estados Unidos, 2016

Campestre San Diego

Bachiller- Bogotá, 2015

Digital Marketing Certification

Certification of attendance of the II International Tourism Research Congress 2022

Certification in introduction to Microsoft Excel

Certification in using basic formulas and functions in Microsoft Excel

Certification of participation in Digital strategies and innovative experiences for the tourism sector 2021

Management of hotel programs such as Zeus, Amadeus and Opera

EXPERIENCE

Concentrix Agent; September 2024-Jun 2025

- . Customer service
- . Database management, search for customer information and building links with them
- . Provide information according to customer questions
- . Call management
- . Customer security management
- . Provide support
- . Management of company platforms

Receptionist

AC Hotel Bogota Zona T; March 2024-June 2024

- . Customer service, support, where based on their needs and desires, they were provided with detailed information on the types of rooms available and their respective costs.
- . Attention to the needs of guests and, knowing them, facilitating them
- . Safety management of both staff and guests
- . Opera platform management
- . Email management
- . Company platform management
- . Task prioritization

Receptionist

Richmond Suites Hotel; December 2023-February 2024

- . Customer service, support, where based on their needs and desires, we provided them with detailed information on the types of rooms available and their respective costs.
- . Attention to the needs of guests and, knowing them, facilitating them
- . Safety management of both staff and guests
- . Zeus platform management
- . Email management

Assistant - University internships

COTELCO CHAPTER BOGOTÁ-CUNDINAMARCA; January 2023- July 2023

- . Telemarketing management to capture the attention of attendees at the II business conference, hotel showroom and II glamping meeting and other types of accommodation, explaining in detail the academic agenda and the cost of each of the events and guaranteeing follow-up until the closing of the sale
- . Support in coordination and management of events in the II glamping meeting and new accommodation modalities
- . Database management, search for information on possible benefactors and clients and the construction of commercial links with them
- . Responsible for supplier quotes, guaranteeing the best cost-benefit ratio to generate savings in contracted services
- . Responsible for the respective electronic invoices made, ensuring that they were made within the stipulated time and, if necessary, making visits to the establishment to obtain them.
- . Reception of suppliers, potential suppliers or potential employees, clarifying any questions they may have.

Administration Assistant

INTERNATIONAL GASTRONOMIC INSTITUTE; February 2019- September 2019

- . Reception of potential students, where based on their needs and desires, they were provided with detailed information about the courses and their respective costs.
- . Inventory management, counting the amount of ingredients that were spent in classes to obtain the exact amount of the following purchases, managing the quantity to be used and looking for a decrease in the use of raw materials
- . Responsible for uploading the pertinent information of the students who were registering for classes for future contact, and thus being able to provide them with information about the start date of the course, any last minute changes or an unexpected event that could arise, guaranteeing a relationship personalized with students
- . Make calls to students who did not show up to find out their current status at the institute or provide them with support if required.

Inventory Manager

MOCCA COFFEE; February 2018- November 2018

- . Management of the petty cash, counting how much was collected that day and seeing that the prices did not vary compared to the products that were still for sale

. Management of supplies, seeing that they all arrived in the most optimal conditions for consumption, reporting if that was not the case, in order to make their correct return, expecting a better quality product, while the respective price assignment was carried out.

LANGUAGE AND PROGRAMS

Native Spanish

English B2

Excel

Word

Opera

Zeus