JESICA GUIRIN



SUMMARY

__Passionate__ about teamwork, as an asset to overcome difficulties and achieve our goals, with effort and __tenacity__.
__Inspiring others__ is the energy needed to set in motion a team that can achieve any objective.
__Compromise__ towards proving a service of Excellency, *will result in the team to follow and always strike for the best.*
Proficiency at __multitasking__, being able to rotate concentration smoothly and entirely from one activity to another.

HIGHLIGHTS

- ✔ ***Sales & Marketing.***
- ✔ ***Talent development.***
- ✔ ***Business generation.***
- ✔ ***Excellent customer service.***
- ✔ ***Operational improvements.***
- ✔ ***Flexible schedule.***

EDUCATION

Universidad Nacional de Moron

Tourism & Hotel Management
2013 – current

Cruz Roja +

Radiologist Technician
2008-2011

COURSES & TRAINING

Additional Training

Finance department cross training program – Hilton Bs. As. (2019)
Receptionist cross training program – Hilton Bs. As. (2018)

Courses

Passport to Success train the trainers – International Youth Foundation (2017))

PROFESSIONAL EXPERIENCE

HILTON BUENOS AIRES HOTEL 11/20011 – Currently

Front Desk Agent (02/2018 – current)

- ✔ Responsible for welcoming and checking out guests cordially and efficiently.
- ✔ Processing guest´s payment by cash or credit cards, preauthorization´s, devolutions, late charges, refunds, credit notes and changes on invoice's according established procedures.
- ✔ Solve general inquiries and provide Hotel's information to guests and potential guests.
- ✔ VIPs and groups, administer amenity orders for incoming guests
- ✔ Process new reservations, modifications and cancelations during the reservations department closing hours.
- ✔ Execute follow up calls to customers to verify their general satisfaction.
- ✔ Consistently meet and **exceed monthly guest's satisfaction goals** while providing excellent customer service.

Executive Lounge Attendant

- ✔ Welcome executive guest on arrival and assist them during their stay dealing efficiently with enquires and any complaints.
- ✔ Stay current with all hotel services as well as VIP request and special events
- ✔ Demonstrate a Knowledge of external locations, attractions and landmarks in the vicinity.

LANGUAGE & TECHNICAL SKILLS

English

Written & oral: Advanced.

Portuguese

Written & oral: Basic.

Hotel Management platforms

Data Management
Micros
Medallia
OnQ rates & Inventory

Office
Microsoft Word
Microsoft Excel
Microsoft Power Point

ADDITIONAL SKILLS

Professional
Detail-oriented
Service-minded
Organized
Flexible & dynamic
Personal
Self-Awareness
Empathy & integrity
Strong communication skills

Front Desk Agent & Telephone Operator (11/2011 – 12/2015)

- ✔ Properly answer the telephone and email inquiries.
- ✔ Input messages into the computer and advise other team members of special guest needs.
- ✔ Receive special requests from guests and respond them appropriately.

TELETECH 02/2005 – 09/2010

Sprint
Business Customer Service Representative

- ✔ Solve customer inquiries and problems via phone and email.
- ✔ Schedule changes and product enhancements or changes.
- ✔ Return credit problems and answer billing questions.
- ✔ Refunds and credit notes or changes on invoice.
- ✔ Tracking devices, gathering information and/or troubleshooting.

Target Store Customer Service Team Leader

- ✔ Develop a strategy the team will use to reach its goal.
- ✔ Provide any training that team members need.
- ✔ Communicate clear instructions to team members.
- ✔ Listen to team members feedback.
- ✔ Monitor team members participation and see if any additional training is needed.
- ✔ Create reports to update the company on the team´s progress.

FREELANCE JOBS

Investment founds-Startups- Technology funding

Real State Data

Manager/Bussiness developer

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