

PAMELA JUAREZ

CUSTOMER SERVICE PROFESSIONAL

CONTACT DETAILS

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SKILLS

- Billingual
- Booking Systems
- Reservations
- Microsoft Office
- Team Player
- Guest Service

ABOUT ME

Professional experienced in customer service, able to analyze and resolve customer issues and complaints effectively and eficiently.Adept at working in fast-paced environments to accomplish tasks ina timely manner,able to work independently and as a part of a team. Skilled at building and mantaining relationships with all the levels of managements and customers.

WORK EXPERIENCE

EMIRATES AIRLINES - DUBAI (UAE) JUN 15- OCT 20
Customer Service Profesional

-Effectively manage large amounts of incoming calls to generate sales leads.
-Resolve product or service problems by clarifying the customer complains.
-Keep records of customer interactions and file documents.
- Manage the reservation system and perform bookings, cancellations and reservations amendment.
- Handle complains, provide appropiate solutions and alternatives to ensure resolution.

KLM- AIR FRANCE - BUENOS AIRES (ARG) JAN15- APRIL 15
Airport Services

-Responsible for check- in and boarding process.
-Manage the reservation system and perform bookings, cancellations and reservations amendment.
- Meet and greet before check in process.

CRUISES LINES -BUENOS AIRES (ARG) JAN 13-MAR 15

Port Hostess and Receptionist (Ground Staff)

-Meet and greet before check in process.
-Assist passenger with hotel and transportantion booking.
-Responsible for registering guests on the cruise rewards program and check excursions reservations.

ACADEMIC HISTORY

BACHELOR

SWORN TRANSLATION - 2012

TEFL - IRELAND 2021
(TEACHING ENGLISH FOR FOREIGNERS)