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**BERTHA**

**BERTHA.312011@2freemail.com**

**DATE AND PLACE OF BIRTH**

April 3th. 1975, Mexico City

**NATIONALITY**

Mexican

**MARITAL STATUS**

Maiden

**LANGUAGES**

Spanish Language

English Language Proficiency 100%

**CAREER OBJECTIVES**

My professional background combined with hands-on experience in customer service makes me an excellent candidate for any position. My skills and capabilities will allow to achieve its customer service goals and maximize revenue.

My experience in the Tourism industry has been for over fifteen years. I have extensive experience with different organizations, companies and some reputed hotels in different positions such as front desk, reservations, sales executive, management assistant, operation manager among others. My enclosed resume contains additional details about my qualifications and experience.

I am a hard working person, I propose objectives and goals that I keep gradually in due time, and every day I look for my professional growth and development, at a time in the medium term to achieve a management position in a company where I can maximize my skills that will enable me to use my organizational skills, educational background, and ability to work in team.

**PROFESSIONAL PROFILE**

PERIOD, LEVEL AND INSTITUTION

1995-1998 Bachelor´s Degree. **InsurgentesUniversity**( Degree in Tourism Business Administration ).

Sep.2002-Jan.2003 Master's Degree in Gastronomy. **Insurgentes University** ( Masters in Gastronomy ).

Apr.2007. **Professional Degree in Management of Tourism Enterprises.**

**EMPLOYMENT HISTORY**

PERIOD, COMPANY AND FUNCTION

Ago.2015-Jan.2016. **Suites Perisur Hotel Apartments Mexico City:** Operation Manager and Sales Executive.

Responsibilities: Generate customer base as well as appointments and concrete agreements with them, development of individual and group reservations, management of OTAS, Check In and Check Out individual clients and groups, assist customers in their demands and requests, review log and resolve outstanding from previous shifts, preparation and review of daily and monthly reports, cash management, night audit, coordination with House Keeping in pre allocation of rooms for guests and groups.

Mar.2006-Aug.2011. **Royal Pedregal Hotel Mexico City (5\* ):** Front Desk Manager.

Responsibilities: Check In and Check Out individual clients and groups, night audit, assist customers in their demands and requests, monitoring operational area as Reception, Bell Boys and Concierge, support the reservations department when they are were outside office hours, log review and resolve outstanding from previous shifts, assistance department switchboard operators, reviewing reports, coordination with House Keeping in pre allocation of rooms for guests and groups.

Jan.2003-Jan.2005 .**Plaza Florencia Hotel Mexico City (5\* ):** Front Desk Officer Cashier, Guest Service, Night Auditor.

Responsibilities: Check In and Check Out individual clients and groups, night audit, assist customers in their demands and requests, review log and resolve outstanding from previous shifts, preparation and review of daily and monthly reports, cash management, coordination with House Keeping in pre allocation of rooms for guests.

Jun.2001-Jan.2003. **Casa Inn Hotel Mexico City (4\* ):** Front Desk Officer Cashier, Guest Service.

Responsibilities: Check In and Check Out individual clients and groups, night audit, assist customers in their demands and requests, review log and resolve outstanding from previous shifts, preparation and review of daily and monthly reports, cash management, coordination with House Keeping in pre allocation of rooms for guests.

Dec.1999-Apr.2001. **Ambassador Hotel Merida City, Mexico (4\* ):** Telephone Operator, Front Desk Officer Cashier, Guest Service, Night Auditor.

Responsibilities: Check In and Check Out individual clients and groups, night audit, assist customers in their demands and requests, review log and resolve outstanding from previous shifts, preparation and review of daily and monthly reports, cash management, coordination with House Keeping in pre allocation of rooms for guests.

Apr.-Nov.1999. **Association of Travel Agencies Yucatan A.C.:** Director´s Assistant and Travel Agent (Sales and Reservations).

Responsibilities: Assist the Managing Director, schedule and update appointments with hotel chains and travel agencies, assist the administrative area and support travel agents with reservations and travel quote, sales of airline tickets.

**AREAS OF INTEREST**

Hospitality, Administration, Operational Area, Sales, Groups, Conventions, Catering Services, Public Relations, Airlines.

**SOCIAL SERVICE**

INSTITUTION AND PERIOD

Jul.1995-Jan.1996.**Ministry of Tourism** (Tourism Social Area).

Apr.-Oct.1998.**Culhuacán Community Center Ex Convent of San Juan Evangelista**( Events and Promotion Area ).

**PROFESSIONAL STRENGTH**

* Customer Service.
* Learning & Development.
* Learning Languages.
* Making good decisions.
* Good communication.
* Interpersonal skills.
* Work effectively both as team member and independently.
* Efficiency and professional organization in the development of tasks and activities.
* Ability to analyze situations and solve problems.
* Analytical skills and research abilities.

**PROFESSIONAL TRAINING AND COURSES**

ACTIVITY AND PERIOD

**Oct.1995.** Participation in the "World Tourism Day" held in the Carlos Pellicer ofXochimilco Cultural Center in Mexico City.

**Nov.1995.** Participation asAssistant in the "1st. National Forum of Social Tourism "of the Tourism Ministry realized ​​in Mexico City in the Unity Congress of the National Medical CenterSiglo XXI IMSS.

**Oct.1996.** Participation as Assistant " Tenth National Congress of Geriatrics and Gerontology "held in Mexico City in the Unity Congress of the National Medical CenterXXI Century.

**Mar.1997.** Attendance and participation in the "Second Seminar Update for Restaurants " Held at Anahuac University of Mexico City North Campus.

**Sep.-Dec.1997.**Internships in Culhuacán (Ex Convent of San Juan Evangelista) Community Center in Events and Promotion Area, participating in the "Dead

Offering" realized in the month of November and in "Tamal Third Latin American Fair"conducted during the months of November and December in Mexico City.

**Jun.1998.**Attendance at the " First Student Convention of InsurgentesUniversity,Challenges of the Members of the Profession of the New Millennium “ held in Acapulco, Guerrero, Mexico.

**Jun.2000.** Attendance and participation in the "Professional Development Program Together We Can" presented by American Express at the Chamber of Commerce in Merida, Yucatan, Mexico

**Sep.2000.** Attendance and participation in the "Training Course in Hospitality" given by the City Council of theCity of Merida( Tourist Area), Merida, Yucatan, Mexico.

**1992-1998.** Field Practice in the States of Veracruz, Jalisco, Guanajuato, Michocan, Oaxaca and Guerrero, Mexico.

**HOBBIES AND INTERESTS**

Read novel, self-improvement and alternative medicine books, gardening, practicing sports, cinema, theater, gastronomy, traveling and meeting my own country and other countries and their culture, learning other languages.

**REFERENCES**

Will be furnished upon request.