



MOISÉS ELOY PONCE YAÑEZ

- 📍 Parotas #1, Bahía De Banderas, Nayarit
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Training

Mayo 2013	Universidad del valle	san vicente nayarit
-	Certificate: High school	
Marzo 2015		

Employment history

Abril 2021	Paradise Village	Nuevo Vallarta
-	Concierge	
Actual	<ul style="list-style-type: none">• Telephone customer service in various languages.• Customer service and advice.• Travel coordination for employees and visitors from out of town.• Cleaning and maintenance to guarantee a good image of the establishment.• Task planning and support to other departments if necessary.• Management and documentation of relevant information in the computer system.	
Noviembre 2016	Vidanta	Nuevo Vallarta
-	Front Desk	
Noviembre 2017	<ul style="list-style-type: none">• Reception of visitors, offering at all times a good image and a pleasant treatment.• Check-in and check-out of clients, as well as control of possible additional expenses generated during their stay.• Telephone attention and filter of incoming calls.• Reservation management, offering an agile and efficient service at all times to meet customer needs.• Resolution of problems or complaints, and guidance to guests to improve their stay.• Telephone attention and filter of incoming calls.	

Aptitudes

- Logic reasoning
- I work under pressure
- Responsible
- Fast learning
- Order and cleanliness
- Motorcycle driving experience
- Spoken and written communication
- Digital skills
- Formality
- Discretion and confidentiality
- Seriousness and commitment

Languages

Inglés:	C1	Español:	C2
Avanzado		Experto	