J O H A N C. L O B O

CONTACT

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📍 Santiago de Chile

🪪 PP: 147333119

SKILLS

- Languages: Spanish, English and Portuguese.
- Dancing: Salsa, Bachata, Chachahá, Merengue and other dance styles.
- Singing
- Customer service
- Software OPERA PMS and Microsoft Office.

EDUCATION AND TRAININGS

Hospitality Management
Simon Bolivar University
2013-2019

Emergency Procedures Acknowledgement
Hilton University
2022

Creating an Intentionally Inclusive Guest Experience
Hilton University
2022

Liberal arts and humanities
Simon Bolivar University
2015

Elements of acting and theatrical arts.
IIAVE
2015

Salsa Casino and Bachata
Expresión Rumbera
2013-2016

PROFILE

Versatile professional with a strong background and experience in the hospitality industry, particularly in guest services. Coupled with artistic skills in dance and singing, proficient in multiple languages: Spanish, English, and Portuguese.

EXPERIENCIE

ADMINISTRATIVE SALES ASSISTANT - ZTE Corporation, *06/23 -*

Currently

- Control, updating, processing and management of files, records and documents
- Telephone and virtual customer service
- Agenda management
- Assistance in recording financial information.
- Invoice Management

FREELANCE DANCE INSTRUCTOR – 02/21 - ***Currently***

- Conducted private dance classes for individual clients.
- Designed customized teaching programs to meet the specific needs and goals of each student.

FRONT DESK AGENT - Hilton Garden Inn Santiago Airport, *12/21 - 03/23*

- Customer service
- Check-in, Check out
- Phone and virtual assistance
- Reservation management
- Billing and Audit reports

RESTAURANT ATTENDANT

Capital Grille, *01/19 - 07/20*

- Cash handling and transactions.
- Processing customer orders and payments.
- Providing receipts and managing guest checks.
- Assisting with customer inquiries and resolving issues

DANCE INSTRUCTOR

Expresión Rumbera, *01/17- 01/19*

- Salsa and bachata classes
- Choreography preparation
- Directing rehearsals and practices
- Assistance in event organization