

MARIA ALEJANDRA CAYCEDO

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OBJECTIVE

As a dedicated Cruise Ship Receptionist, I aspire to provide exceptional guest services while ensuring smooth operations onboard. My passion for travel, commitment to customer satisfaction, and ability to handle diverse tasks make me an ideal fit for this role. I aim to create memorable experiences for passengers, address their inquiries promptly, and maintain a positive atmosphere throughout their journey.

PROFESSIONAL EXPERIENCE

OPTUM BANK – BOGOTA, COLOMBIA

Dec 2022 to May 2024

Senior Customer Service Representative

- List of Duties
 - o Assisted customers with account inquiries, transactions, and problem resolution, ensuring a positive experience.
 - o Maintained accurate records and documentation of customer interactions.
 - o Demonstrated strong communication skills and a friendly demeanor.
 - o Collaborated with cross-functional teams to resolve complex issues related to accounts, loans, and credit cards.

BOOKHOTEL – BOGOTÁ, COLOMBIA (REMOTE)

Oct 2019 to Sept 2022

Booking Support

- List of Duties
 - o Booking Services
 - o Reservation and Consultants
 - o Emergency and Problem solving
 - o Data Entry and Maintenance

ECO HOSTAL MOONLIGHT - VILLAVICENCIO, COLOMBIA

Aug 2016 to Sept 2019

Front desk

- List of Duties
 - o Greet guests upon arrival and handle check-in and check-out procedures.
 - o Handle phone calls and emails regarding reservations and manage online booking platforms
 - o Coordinate with housekeeping and maintenance staff

EDUCATIONAL BACKGROUND

Fashion Design	National Learning Service	May 2018
Interior Desing.	School of Arts and letters	August 2014

LANGUAGES

- Spanish: native
- English: fluent C1

REFERENCES

Jackeline Caro
BookHotel - Supervisor
2019
+1(347)3134691
Andres Villalba
Optum - Supervisor
2022
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