

Sofia Jazmin

D u a r t e M a z z a



Date of Birth:

June 13, 1997.

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Dirección:

**C. Balam Dzakab, Giada Towers.
Mexico, Tulum - Q. Roo**

Education:

**High School Graduate.
Secundaria Basica N°10, Buenos
Aires - Argentina**

Lenguages:

Spanish - Fluent.

Portugues - Fluent.

English - Intermediate.

WORK EXPERIENCE

•07/2019 - 04/2021 Cassi Turismo - Salvador de Bahía & Morro de São Paulo, Brazil.

Tour Sales & Customer Service Representative.

-Sold tours and transportation services to national and international travelers.

-Provided customer service and assisted clients with inquiries and bookings.

-Managed check-in and check-out processes for tourists.

-Handled payments in stores located in Porto da Barra, Morro de São Paulo Island, Head Office, and Salvador International Airport.

•03/2021- 03/2023 Morro Experience - Morro de São Paulo, Brazil.

Travel Agent. Sale of Transfers and Tours.

•05/2023- 06/2024 Copal Hotel by Rumba Hospitality - Tulum, Q.Roo. Mexico.

Receptionist.

-Performed check-in and check-out procedures for guests. Resolved customer inquiries and handled issues to ensure satisfaction.

•06/2024- 03/2025 Zenses Wellness Hotel - Tulum, Q.Roo. Mexico. Receptionist-Concierge.

-Performed check-in and check-out procedures for guests. Resolved customer inquiries and handled issues to ensure satisfaction.

-Sold tours and transportation services to guests

-Delivered rooms to guests and provided a detailed tour of the hotel facilities..