

## Contactar

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## Aptitudes principales

Capacidad de análisis  
Análisis de negocio  
Administrative Law

## Languages

Inglés (Professional Working)  
Español (Native or Bilingual)

## Certifications

INTERMEDIATE COURSE

# Emma Guadalupe Nieto García

Bilingual Customer Service & Legal Advisor  
Ciudad de México, México

## Extracto

High experience in bilingual customer service by inbound phone calls, experience in hotel reservations, Food & Beverage cashier and Room Service cashier, extensive ability to provide and explain to the customer the acquisition of benefits and vacation experiences, as well as provide you with the analyse of contracts and legal advice on goods. furniture and real estate, advice on civil, family and criminal matters, follow-up and application of processes and trials, excellent writing in English and Spanish.

Capacity of analyse and solutions to clients internal and external. Organization of times and agendas in general processes, more than 20 years of work experience for the performance of various functions support my experience, as well as my dedication and perseverance applied in projects in common or individual.

Honesty and values always characterize my work as well as the commitment and effort to successfully apply the functions entrusted applying a constant update of the knowledge in legal matters, in the English language and in concepts global and national historical records.

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## Experiencia

Consultores & Abogados Nieto's  
Professional Support Lawyer  
junio de 2021 - diciembre de 2023 (2 años 7 meses)  
Ciudad de México y alrededores, México

What does the Company expect from a Legal Advisor?

- Knowledge
- Solutions

-Decision-making accompaniment: Today, businessmen seek excellence in the provision of legal services. In general, no businessman wants to take a step or do something without "his lawyer" being by his side.

-Contacts

-Solve

\*\*\*\*The role of the lawyer in attention to Legal Entities.\*\*\*\*

## Marriott International

### Elite Services Marriott Bonvoy

julio de 2018 - mayo de 2021 (2 años 11 meses)

Mexico City Area, Mexico

Marriott Bonvoy Members.

Reservations and Personal assistance. English and Spanish.

Bilingual Reservations Agent, sales and assistance to members of the Marriott Bonvoy program, assist customers with hotel reservations, ask discovery questions about the type of room, the type of discount in the rate like AAA, Senior discount, Government, LATAM, Group Rate, etc. Verify the accounts of Marriott Bonvoy program, charge of Credit Cards, provide to the customers the cancellation policy of their reservations, that was one of the most important points. Active listening to hear the needing's of each customer to provide the best service. Always have a positive attitude towards the customers so they can feel comfortable making business with us.

## RCI | Vacation Exchange

### Bilingual phone agent

diciembre de 2016 - julio de 2017 (8 meses)

Ciudad de México y alrededores, México

Bilingual English-Spanish Telephone Assistance to members of Palace Premier and Legendary (Hard Rock Hotels in Cancun, Riviera Maya, Vallarta and Punta Cana in the Dominican Republic) professional assistance in Customer Service, Reservations, Billing and Legal Advice Memberships (contracts). Active listening to assist with the needing's of each particular customer. Apply empathy because each customer has different orders for the type of rooms.

## Tribunal Superior de Justicia del Distrito Federal 5a. Sala Penal Social Service Worker

junio de 2014 - enero de 2015 (8 meses)

Niños Héroes Núm. 119 5° Piso Ala Norte Col. Doctores Deleg. Cuauhtémoc

Elaboration of Agreements, assistant in administrative functions, preparation of appearances in hearings before Magistrates, Lawyers and Inmates, administrative assistant in legal protection, file and presentations. sue, foliate, seal and sign.

### Grupo Posadas

Bilingual phone agent

octubre de 2012 - abril de 2013 (7 meses)

Fiesta Americana Reforma

Bilingual telephone reservation agent for Grupo Posadas' Fiesta Americana hotel chain, \*\*\*Minivacs\*\*\* project for Mexico, the United States and Latin America. Functions of channeling and advising those interested in vacationing in any of the tourist sites in Mexico within the aforementioned hotel chain, with profiling and personalized assistance to families and businessmen to acquire a vacation membership in order for people to acquire experiences unforgettable life in the company of your loved ones.

### Smart Obras SA de CV

Executive Assistant to Managing Director

marzo de 2007 - julio de 2009 (2 años 5 meses)

Basic administrative support, such as answering and directing phone calls, greeting visitors, opening and distributing mail, planning meetings, filing, and ordering office supplies. Higher-level duties include bookkeeping, writing and distributing memos, and creating marketing materials such as presentations. Meeting and travel planning, reading, analyzing and writing reports, conducting market research, buying or leasing office equipment and managing supplies. Responsible for the training and supervision of administrative staff

### Hotel Century Zona Rosa

Food and Beverage Cashier

abril de 2000 - agosto de 2004 (4 años 5 meses)

Liverpool 152 Colonia Juárez. Cuauhtemoc 06600

I used to make the restaurant food orders in the system, given by the waiters and these in turn were sent to the kitchen. At the same time I directly took the room service orders of the guests and sent them their bill to sign with charge to the room account or if they paid in cash for their room service, I learned to manage the bank terminal and to make cash counts and deposits to the accounting area of the hotel.

## Educación

Universidad Interglobal

Tesis "La Relevancia de la Criminología como control Social en Materia Penal", Derecho · (2012 - 2015)

Universidad Interglobal

Licenciatura en Derecho, Materia Penal, Civil, Laboral, Administrativa, Mercantil, Constitucional, Fiscal, Familiar, etc · (2012 - 2015)