

ESTEYSI DECENA



About Me

Professional with experience in customer service, hotel reception, and concierge roles. Skilled in guest assistance, problem-solving, and administrative tasks. Committed to providing exceptional experiences and ensuring client satisfaction. Proficient in English, Spanish, and basic French.



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La Romana RD

LANGUAGE

- English (Intermediate)
- French (basic)
- Español (native)

EXPERTISE

- Management Skills
- Computer skills
- Work under pressure
- Teamwork.
- Conflict resolution
- Customer service.

EXPERIENCE

Hotel Receptionist

Believe Collection Punta Cana

2022 - 2023

Greet and assist visitors and clients, answer and direct phone calls, manage scheduling and appointments, handle incoming and outgoing mail, maintain organized records and files, provide basic administrative support to engineers and the team.

Concierge

Royalton punta cana

2023 - 2024

Assisting guests with reservations (restaurants, tours, transportation), Providing tourist information and recommendations, Handling special requests or resolving issues, coordinating personalized services, ensuring an exceptional guest experience.

Guest Relations

Live Aqua Punta cana

2024 - 2024

Welcome and assist guests, resolve complaints efficiently. Provide service and activity information, personalize the guest experience, gather feedback to improve service.

EDUCATION

Politécnico Miguel Infante Santana

High school
2018-2021

Inter Aviation Services lasca

Cabin crew / Airport agent
2021-2022

SKILLS SUMMARY

Tech Savvy

Office package