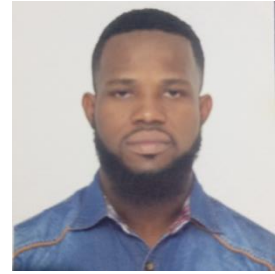


ANTHONY FELIX



Nationality : Haitian
Marital Status : Single, No # Children : 1
Email : felixanthony2186@gmail.com
Date of Birth : 21/4/1986
Passport : B14716693
Address : Dominican Republic, Santo Domingo (la venta calle belén #36)
Cell phone : +1809-448-8035
Home phone : +1809-354-8870
Skype : Anthony Felix link: <https://join.skype.com/invite/om6RcOsLdK62>

OBJECTIVE

It is an opportunity for me to highlight my qualities and highlight those that fit the demanded profile, in addition to acquiring work experience in new areas, assimilating and developing my knowledge that is competitive and of benefit to the company.

HIGHLIGHTS

- Customer service-oriented
- Front desk management
- Payment tracking systems
- Sales & marketing

EDUCATION

Tourism & Hotel Management

Escuela Turistica Del Caribe. <http://www.escuelaturistica.com/>
+1 (809)-540-6666
Av.27 de Febrero esq. Tiradentes, Torre Friusa, Piso No. 10
Santo domingo, Dominican Rep. info@escuelaturisticadelcaribe.com.do
From: March 2012-August 2012

Hotel Reception

Centro De Tecnologia Universal . <http://centu.edu.do/>
+1 (809) -221-3222
Av Dr Delgado 103,
Santo Domingo 10209, Dominican Rep.
From : October 2013- march 2014

WORK EXPERIENCE

Receptionist

Royalton Splash Punta Cana- All Inclusive
Bavaro, (Dominican Rep.) <https://www.royaltonpuntacanaresort.com>
From : February 2016-June 2018

Responsibilities:

- Welcome and Greet Guests.
- Managing Check in and Check out process.
- Helping with administrative tasks at the front desk.
- Inform Guests of Hotel rates and services.
- Make and confirm reservations for Guests.
- Answer and direct incoming calls.
- Ensure proper room allocation.
- Answering questions and requests.

Receptionist

Occidental Punta Cana-All Inclusive Resort
Dominican Republic, Bávaro punta Cana <https://www.barcelo.com/es-do/occidental-punta-cana>
From: September 2018-March 2020

Responsibilities:

- Welcome and Greet Guests.
- Managing Check in and Check out process.
- Helping with administrative tasks at the front desk.
- Inform Guests of Hotel rates and services.
- Make and confirm reservations for Guests.
- Answer and direct incoming calls.
- Ensure proper room allocation.
- Answering questions and request

Sales Representative

Nexus tours

Dominican republic, bavaro Punta Cana <https://www.nexustours.com/>

From : July 2021 – march 2022

Responsibilities:

- Making product suggestions according to the wants and needs of customers
- Assisting customers as they shop for new products or services
- Locating prospective customers, generating them into leads, and eventually converting them to customers
- Using strong research skills and deep product or industry knowledge to answer any questions about the product
- Preparing and submitting weekly sales or inventory reports to management
- Keeping contact lists and following up with current customers to continue building relationships

AWARDS AND ACHIEVEMENTS

Awards : Employee of the month multiples times.

Achievements: Acquired more skills & Effective team work Character.

SEMINARS, TRAINING & COURSES

From April 2021 to April 2021 : Customer services training and workshops.

From June 2021 to June 2021 : Front Desk and receptionist Skills courses.

LANGUAGES

English : Fluent

Spanish : Fluent

French : Fluent

Portuguese : Intermediate

Creole : fluent

Italian : Basic

COMPUTER SKILLS

MS Word

MS Excel

MS Power Point

