

# DE LOS COBOS **MARIA ERICA**

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## Guest Service Executive

### PERSONAL SUMMARY

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More than ten years of working experience **With excelent reference and exceptional customer experiences** and hotel accomodations, resservations , groups and organization of conventions .

**I effectively optimize check in , check out ,reservations , payments ,hotel stadistics , fasten delay flights organization for accesing the facilities.** Welcoming and escorting VIP guest/ Customers, Adressing and rectifying guest concerns and complaints, monitoring cleanliness and sanitation of assigned work spaces and providing informationof the services and amenities.

**My expertise in managing considerable big groups of multicultural guests under not easy sircumstances and limited amount of time** , collaboration with all diferent areas demstrates my commitment and adaptability to overcome any situacion. My passion or the accounting and administration has played an important role to help me complete all duties keeping record of staff schedules and cash accounting for front dest.

My goal is to continually improve my profesional skills and refine my qualities in the hospitality services.

### Personal Skills

- Hotel Accommodation Management
- Guest / customer Service
- Third-Party reservation Platforms
- Communication with Clients and Colleagues
- Technical Support
- Administrative Support
- Data Analysis
- Problem Solving
- Leadership Development

### WORK EXPERIENCE

**Content Safety Regulator** | August 2022 – Present **Tik Tok - México** City -Video Moderator and policy Control.

- Identifying regional and local patterns in LATAM
- Watch out for chronic offenders in the online community
- Monitoring each post or video on Tik Tok platform and deciding whether or not will stay posted.
- Protecting the Community and analyzing policies that might have mistaken or missing information.
- Ensuring that escalated content and user-reported comply with Tik Tok policy standards.

**Global Customer Representative** | March 2022 – August 2022 **American Express** -México City

- In charge to check the balance, credit and adjustment of payments in Customers account.
- Manage confidential information from customers and their business.

- Assist companies and their financial platforms.
- Help the Customer to use the platform and system AMEX have for companies.

**Merchant Specialist Service | 2021- March 2022 DoorDash -México City**

- Menu designer, Menu modifications, managing restaurant working hours and opening/closing the locations.
- Payments adjusted and deposits, managing compensation and benefits for merchants.
- Assisting in case of emergencies and placing reports in case of an incident.
- Do the restaurant accounting for their sales on the app.
- Send the legal documentation Doordash had to help the Merchant do their legal process.

**Restaurant Manager | December 2019-April 2020 Margarita Ville -Puerto Morelos**

- Recruiting Members, fostering a safe work environment and managing Employees schedule.
- Supervising all the areas, disciplinary needs.
- Making sure the Payroll and days off for all the team were ready for the shift.
- Training new cast members, making sure our inventory was up to date, nothing missing and expiration dates were clear and nothing was expired in our Restaurant.

**Receptionist | August 2018 | November 2019 Seadust Famiy Resort -Cancun | KM 17 .5**

- Manage all Check in and check out, mentor new cast members.
- Responsible for Exchange Currency, audit cash drawers and daily log of data.
- Meeting customers needs and maximizing group performance.
- Administration of the cash at the end of the shift and building our Daily report .
- Notifying our Guest Service team if we had any VIP , Special Guest or request for new guest.
- Organizing large group of delay flights arriving all at once.
- Report any complain our guest had about the service or room and follow up for a solution.
- Answer incoming calls and respond to guest requires.
- Experience at night shifts, emergency situations and managing large volume of guest.

**Sales and Quality| Shenzhen China 2016 -2017 - IMPORTADORA Y COMERCIALIZADORA S.A . DE C.V| CELL PRICE, S.A DE C.V.**

Shenzhen China 2016 -2017

- In charge of the Sales and buying team in China.
- Analyzing the quality of the product and the paperwork needed to close deals and start the process of shipping.
- Visiting conventions and fairs
- Studies of the companies location, products and MOQ
- Meeting the owners of the companies to check that everything was good with the items and the export it is possible to the country where it is required.

## **EDUCATION**

2018-2022 •Administration and accounting University Humanitas Santa Fe- Graduated Certified

2013-2018 •Veterinary School- Incomplete (UPAEP)

2015- Chinese Basic language Shenzhen University - 深圳大学