

MARIEL MENDOZA ISLAS



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Profile

Results-oriented professional with a strong work ethic and a passion for delivering exceptional Customer Service. Proven ability to work effectively both independently and as a part of a team to achieve shared objectives. Demonstrated expertise in resolving customer issues and implementing process improvements. Eager to contribute to a challenging role and committed to continuous professional development. Open to relocation and full-time employment.

Qualifications and Certificates

- English Level: C2 Proficient
- Serving It Right: 801220108R
- Point of Sale System (micros) experience
- Opera Systems knowledge
- MS Office Knowledge
- Health and safety knowledges
- Excellent customer service skills
- Adaptable to change
- Polite and helpful
- Enjoy team-work job
- Able to face under pressure environment.
- Front2Go System
- Twin Oaks System

Education

- **Customer Service Diploma** Greystone College in Vancouver, Canada Jun 2017- Jan 2018
- **Event Management and Logistics Diploma** Bauhaus School in Puebla, Mexico Feb – May 2017
- **Bachelor of Science in Hospitality Management** Universidad de Las Americas Puebla, México Aug 2013 - Jul 2017
 - Courses included Hygienic Food Handling, Balance Sheets, restaurant analysis, hotel and restaurant's quality and legislations, beverage service management, etiquette and protocol.

Work Experience

- Assistant Manager at Planet Fitness Gym, Puebla, Mex** Feb 2022- Present
 - Successfully managed the largest club in Puebla for seven months with limited staff due to staffing constraints.
 - Addressed customer concerns and resolved issues effectively.
 - Key responsibilities included organizing and facilitating monthly staff meetings. Leading and motivating a team towards achieving set objectives. Streamlining staff workforce and processes.
 - Gym's administration: suppliers, guarantees, inventory, sales, fix system and staff errors.
- Events and Groups Coordinator at City Express Hotel, Puebla, Mex** Mar 2020-Feb 2022
 - Developed and customized event packages and pricing strategies tailored to client budgets and objectives.
- Bilingual Legal Compliance Analyst at Intermex, Puebla, Mex** Oct 2018-Feb 2020
 - Analyzed account statements to identify and mitigate potential risks, ensuring the legality of all remittances.
- Executive Waitress Resources Banquet Server at Vancouver, Canada** Oct 2017 – Aug 2018
 - Banquet Server in VIP Events at Fairmont Hotel, JW Marriot, Vancouver Convention Center, Sheraton hotel, private events, BC Place Stadium as barista and cashier, Four Seasons Hotel.
- Barista and cashier at Starbucks in Canada and Cholula, Mexico** Sep 2015 – Oct 2017
 - Cashier, beverage, cleaning activities, gave exceptional service to the customer with recommendations and anticipating what they wanted, needed and expected.
 - Upsale of seasonal products and extra products resulting in monthly sales increases.
 - Starbucks volunteering to help the community resulting in promoting client loyalty.
- Receptionist, waiter, handling food and housekeeping (Work Study)** Aug 2015- Dec 2015
 - Closing procedures. Coordinate front-desk activities, (distributing correspondence and redirecting phone calls).
 - Deal with emergencies in a timely and effective manner. Multitasking in a high stress environment.
- Activity Coordinator and Nanny at Super Funny Party, Hidalgo, Mexico** Apr 2013– Aug 2015
 - Took care of infant and children's events as an organizer closing contracts with customers.

Volunteer Experience

Events Volunteer

- Greystone College 15 Anniversary Aug 2017
 - Lay out organization, food preparation and assist serving food.
- Canada's Day Parade Jul 2018
 - Provided on-site support for event logistics and coordination. Actively engaged with participants and viewers, fostering a dynamic and enthusiastic atmosphere.
- Slow Food, Puebla, México Feb 2016 – Feb 2017
 - Provided support for event organization while independently organizing an event to increase market visibility for local producers.