

JULIETH VANESSA ROMERO CAMARGO

Street 26B#45–26 Rincón de Santa Cruz, Santa Marta, Magdalena.
CC 1.083.015.429 – Passport BD724919
Jrcamargo526@gmail.com
+57 3184917257 – +57 3054121713



OBJECTIVE

My academic and professional background in tourism has instilled in me a deep understanding of guest satisfaction, and I am confident that my inherent qualities - including a proactive mindset, unwavering honesty, high tolerance, exceptional service orientation, strong sense of responsibility, well-developed emotional intelligence, resilience and perseverance - coupled with my demonstrated ability to thrive in demanding environments, make me a very capable candidate dedicated to improving the customer experience.

PROFESSIONAL EXPERIENCE

TOUR OPERATOR EXPOTUR – SANTA MARTA, COLOMBIA **Sales Advisor and Customer Service | Oct 2023 to present.**

- List of Duties
 - Provide customer service in English and Spanish through the different communication channels. Email, CRM platforms, calls, and face-to-face.
 - Help customers find products or services
 - Process sales transactions
 - Help customers resolve issues
 - Manage multiple tasks without compromising on service standards
 - Logistical process of tour departure

IROTAMA RESORT S.A.S **Receptionist | Oct 2022 to Oct 2023**

- List of Duties
 - Greet guests and check them in
 - Provide room keys and directions to rooms
 - Assist with requests for extra pillows, cots, or toiletries
 - Take reservations by phone, email, or in person
 - Confirm reservations in writing
 - Cancel reservations when needed
 - Maintain records of guest bookings
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 - Cancel reservations when needed
 - Maintain records of guest bookings
 - Answering and screening incoming calls, answering questions and providing information in person, or by phone and taking messages
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MARINA INTERNACIONAL SANTA MARTA | SANTA MARTA, COLOMBIA
June – July 2022

- List of Duties
 - Receive cash or card payments
 - Provide an excellent customer service experience
 - Issue receipts
 - Make returns
 - Manage cash balance
 - Maintain the cash register and its environment in good condition
 - Inventory merchandise
 - Stock and organize merchandise

RESTAURANT SUSHI THAI - SANTA MARTA, COLOMBIA
Waitress | March 2021 to Jun 2021

- List of Duties
 - Greeting and welcoming customers
 - Present the menu and make recommendations
 - Take orders and transmit them to the kitchen
 - Serve food and beverages to guests
 - Room Service
 - Shine and Organize Kitchen Utensils

HOTEL MERCURE SANTA MARTA EMILE - SANTA MARTA, COLOMBIA
Waitress | Dec 2020 to Jan 2021

- List of Duties
 - Greeting and welcoming customers
 - Present the menu and make recommendations
 - Take orders and transmit them to the kitchen
 - Serve food and beverages to guests
 - Room service

UNIVERSIDAD DEL MAGDALENA | SANTA MARTA, COLOMBIA
Logistic Staff for Institutional Events | Feb 2020 to Feb 2021

- List of Duties
 - Helped guests find their way around the venue.
 - Welcoming guests to the event and taking attendance
 - Prepare the event and dismantle it afterward.
 - Catering management
 - Preparation of Graduation Ceremonies

EDUCATIONAL BACKGROUND

- Administration in Hotel and Tourism Management by Propaedeutic Cycles | Universidad del Magdalena | 2020 - PRESENT

- Occupational Health & Safety Training
Virtual Complementary | Ministry of Labor | Escuela Unipyme | 2024

- Customer Service
Virtual Complementary | SENA | 2022
- Gastronomic Services
Virtual Complementary | SENA | 2022
- Database Generalities and Management Systems
Virtual Complementary | SENA | 2022
- Hotel Reception Training | Hotel Irotama | 2020
- Fundamentals of Tourism
Virtual Complementary | SENA - Regional San Andres | 2010
- Bachelor's Degree | I.E.D. Líbano 2000 | 2017

LANGUAGES

- Spanish: native language
- English: fluent (speaking, reading, writing)

REFERENCIES

Laura Mendoza de la Hoz
TOUR OPERATOR, EXPOTUR
Sales and Reservations Supervisor
+57 3216211001

Daniel Eduardo Castro Rico
HOTEL CATEDRAL PLAZA
Receptionist
+57 3022716168

ERLY GONZALEZ
HOTEL IROTAMA RESORT
Operations Coordinator
+57 3176370865

REPUBLICA DE COLOMBIA
IDENTIFICACION PERSONAL
CEDULA DE CIUDADANIA

NUMERO **1.083.015.429**
ROMERO CAMARGO

APELLIDOS
JULIETH VANESSA

NOMBRES

Julieth Romero
FIRMA



FECHA DE NACIMIENTO **26-MAY-1996**
SANTA MARTA
(MAGDALENA)
LUGAR DE NACIMIENTO

1.56 **A+** **F**
ESTATURA G.S. RH SEXO

21-AGO-2014 SANTA MARTA
FECHA Y LUGAR DE EXPEDICION

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REGISTRADOR NACIONAL
CARLOS ARIEL SANCHEZ TORRES



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IA NACIONAL DEL ESTADO CIVIL

AGENCIA OPERADORA DE TURISMOS



CERTIFICA

El suscrito representante legal de C.I. Expotur SAS. Identificado con N.I.T 819006012 -7 Y R.N.T. No. 30274, certifica que el Señor(a) **JULIETH VANESSA ROMERO CAMARGO** identificado con C.C **1.083.015.429** de Santa Marta, ha prestado sus servicios como **ASESORA COMERCIAL** desde el mes de **OCTUBRE** del año 2023 a la fecha actual, Tiempo en el cual se ha desatado su dedicación y compromiso con sus funciones.

Esta certificación se expide el 12 de Mayo de 2025, a solicitud del interesado.

Atentamente,

DAVID SALAS GIRALDO

Representante legal C.I EXPOTUR SAS



Santa Marta, 04 de abril de 2025

CERTIFICA

Que la señora **Julieth Vanessa Romero Camargo**, identificado con C.C. 1.083.015.429 de Santa Marta, laboró con nosotros con un contrato a término fijo desde 01 / 10 / 2023 hasta el 01/10/2024 en el departamento de **RECEPCIÓN**, teniendo un excelente desempeño y compromiso con las tareas asignadas.

El presente certificado se expide a solicitud del interesado a los 04 días del mes de abril de 2025.

Cordialmente,

ERLY GONZALEZ

Coordinador de Operaciones

Cel. 3176370865

KM 14 Vía Ciénaga