

Maria Guadalupe Quezada Sandoval

PROFILE

Passionate and career woman. Fully dedicated to offer the best customer service and be better everyday.

EXPERIENCE

Bilingual customer Service Representative, Booking.com; MTY — Sep 2023

Customer service representative for an online accommodation booking platform. Managed the 3 different contact channels: Calls, chats and emails. Helped guests and partners with any concern related to their reservations. The support was given either in English or Spanish depending on the origin of the client and preferred language.

Hostess, Chilis Bar & Grill; Mérida, YUC — Jun 2017

Responsible for meeting and greeting the guests in a welcoming, cared for and valued environment. Take all guests to their tables, providing them with menus and responsible for taking their first drink order. Answer the phone for bookings and To-take orders.

Bartender, Chilis Bar & Grill; Mérida, YUC — Apr 2017

Mix and serve diverse type of beverages (alcoholic and non-alcoholic). Ensured a clean working environment. Restocked depleted bar products and supplies daily. Provided an inventory on a weekly basis. Take bar section and terrace area orders. Receiving and processing customer payments.

Barista, Petite Delice Café; Mérida, YUC — Enero 2017

Prepare hot and cold drinks such as coffees and natural juices. Cleaning and sanitising work areas, utensils and equipment. Servicing customers and taking orders. Receiving and processing customer payments.

EDUCATION

OpenClassrooms, online platform — Web Developer Diploma , 2021-currently

Browns English School, Brisbane, AU. — EAP 4, 2016

Colegio Buckingham, Coatzacoalcos, VER — High School, 2012-2015

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SKILLS

Problem solving, fast learner, computer skills, ability to multitask, teamwork, adaptability, creativity, leadership, customer service.

LANGUAGES

Spanish — Native

English - Fluent Level

Portuguese — Basic Level