



OTNIEL CUEVAS BRITO

PROFILE

I am a dedicated individual with a diverse skill set that I have cultivated through hard work and perseverance. I excel in prompt problem-solving and work efficiency.

Embracing new challenges has allowed me to gain experience across various fields, demonstrating my adaptability and eagerness to learn.

I am driven by setting and achieving short-term goals, always striving for personal growth alongside contributing to the success of the company.

SKILLS

English – Excellent
IT Technician
Microsoft Office
Objective Oriented
Effective Communication

Contact

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EDUCATION

Colegio de Estudios Científicos y Tecnológicos (CECyTE)
August 2008 – May 2011
IT Technician

Universidad CNCI
September 2018 – March 2020
Business Management Engineering (not finished)

Canadian Institute of English
September 2010 – February 2011
TESOL Certification

WORK EXPERIENCE

GroHosting (property management) – Operations Manager
March 2023 – Present

I oversee 3 key areas within the company - customer service, cleaning, and maintenance. My primary responsibility is to ensure that all departments operate smoothly to meet guest expectations and maintain a 5-star rating. I provide support to department supervisors during challenging situations, coordinating cleaning and maintenance tasks, and handling guest concerns effectively.

Right Choice Roofing – Bilingual Virtual Assistant
June 2022 – March 2023

As a Bilingual Virtual Assistant, I managed the business owner's schedule and acted as a liaison between the owner, clients, and suppliers. My duties included handling calls, emails, scheduling meetings, and maintaining client relationships efficiently.

Language Line Solutions – Medical Interpreter
July 2020 – June 2022

Initially serving as a customer service interpreter, I transitioned to medical interpreting, facilitating English-Spanish calls across various sectors in the US. I gained valuable experience in account management, administration, and information handling while ensuring effective communication in critical situations.

TECNWM Technology – Head Director's Assistant
June 2014 – March 2020

Commencing with general office responsibilities, I progressed to become the personal assistant to the head director. My role involved managing the director's schedule, liaising with investors, and overseeing office operations, showcasing my organizational and communication skills.