

Alejandra Lopez

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QUALIFICATION SUMMARY

Experienced: Customer service professional with 5+ years of hospitality services

Efficient: Adept at consistently resolving client issues in a short time span. Learning fast.

Skilled: Possess exceptional customer service skills, with customers regularly recommending on received support

Bilingual: Spanish-Native; English-fluent; Portuguese-Conversational.

WORK EXPERIENCE

2015-present

Mike's Marine Service

Yacht Stewardess/Detailing

Miami, FL

Service to the guests on board, making sure everything is in order and clean. Serve drinks and food to guests if necessary. Taking care of the details of the boat and providing full fine service to owners/guests on board.

2011-2014

Victoria Secret

Sales Representative

Miami, FL

Sales associate, customer care, and cashier.

2010 - 2010

Che Titos Argentinian Restaurant

Waitress

Miami, FL

Taking orders, customer care and satisfaction, being efficient and multi-task, and handling money

2006 - 2008

Mayumi Japanese Restaurant

Waitress helper

Miami, FL

serving drinks, picking up dishes, and customer care and satisfaction.

EDUCATION

2015- Miami International University of Art and Design Bachelors in
Photography

Miami, FL

2012-2014 Miami Dade College Bachelors

2003-2006 High School Diploma (Felix Varela Senior High school)

Technical

Technical: Receive source data such as customer names,
addresses. Credit card information. Perform data entry and retrieval
with software such as Microsoft Office.

Able to set up a laptop, headphones, microphones, skype.