JENIFER PAOLA MUÑOZ VASCO

Nationality: Colombian   Mobile: +57 3216213379

E-mail: jenipaom @hotmail.com   Skype: *jeniferpmv*

I graduated young, several experiences in marketing, events, sales, customer service, project management, team management and Leadership ability in multidisciplinary teams, responsible, disciplined and passionate about the tourism industry, administration and customer experience, looking for ambitious projects that allow and promote my professional and personal development.

FIELDS OF EXPERTISE

Sales, events, Marketing, Customer service, Project Management, Account Management, Customer Experience.

EDUCATION

- **2012-2017:** **tourist administration.** Catholic university-Manizales

TECHNICAL ABILITIES

MICROSOFT TOLS
95%

AMADEUS AND RESERVATION SYSTEMS

95%

MAILCHIMP
98%

LANGUAGES

Spanish: Mother language
English: Grammar, listening, Speaking, writing and Reading Intermediate.

ADITIONAL INFORMATION

Birthday: *January 4, 1995.*
Residence: *Manizales , Colombia .*
Allocation availability: *Yes*

AUGUST 2017 – MARCH 2018
GUEST RELATIONS ASSOCIATE, RADISSON BLU UDAIPUR PALACE RESORT AND SPA, INDIA

- *Responsible for customer service in front office*
- *check in and check out process*
- *responsible customer calls*
- *support for the entire department*

MAIN ACHIEVEMENTS:
- *improve the quality of service for big events*
- *I god good comments on TripAdvisor for the hotel*
- *improve customer service*

FEB 2017 – JUL 2017
COMMERCIAL DIRECTOR ON VACATION (TRAVER AGENCY)

- *Responsible for the management of 30 consultants and head office La dorada, Caldas*
- *responsible for recruiting and selecting staff*
- *responsible for events coordination.*
- *Responsible for creating and develop sales strategy.*
- *Manage and create focused projects to the achievement of goals and program growth.*
- *Product Management*
- *Implement and optimize internal processes.*

MAIN ACHIEVEMENTS:
- *Growth in sales of 100%.*
- *Create and implement a new marketing strategy.*

AUGUST 2016 – DECEMBER 2016
PROFESSIONAL PRACTICE LASA- AVIANCA.

- *Responsible for customer service.*
- *Responsible for check in.*
- *Responsible for boarding and closing of flight*
- *Responsible for special services*
- *Responsible for filing and billing.*

MAIN ACHIEVEMENTS:
- *Creation and implementation of strategic plan of business motivation.*
- *Improvement in service*

JENIFER PAOLA MUÑOZ VASCO

JANUARY 2013 – JUNE 2016
VOLUNTEERING IN AIESEC MANIZALES
AIESEC IN COLOMBIA

- Area external relations: search sponsors
- Area social exchanges: well-being trainees
-area talent human: events and well-being volunteers

MAIN ACHIEVEMENTS:
-develop an agreement with hotels association COTELCO
- increase events with satisfaction of 100%
- find great suppliers

AUGUST 2015 – JUNE 2016
ADMINISTRATION AND CUSTOMER SERVICE IN RESTAURANT

- Responsible for the cash register
- Responsible for employees
- Responsible customer service

MAIN ACHIEVEMENTS:

- higher incomes
- change and improve sales strategy
- Improve security and customer service

OTHER STUDIES AND CONFERENCES

- **2017**: certification in human talent**; South American polytechnic**

- **2017:** certification in tourism management; **South American polytechnic 9**

- **2017:** certification in attention and customer service**; South American polytechnic**

- **2017:** certification in managerial coaching; **South American polytechnic**

- **2016:** seminar on marketing strategy for globalized tourism; **catholic university-Manizales**

- **2015:** online e-commerce course; **school of industrial organization of Spain.**

- **2015:** academic semester of tourism; **national university san Juan, Argentina**

- **2015:** Microsoft office (word, excel, power point, access); **catholic university of Manizales**

-- **2014:** English course (12 levels); **Centro Colombo Americano**

EXTRACURRICULAR ACTIVITIES AND INTERESTS

READ

ADVENTURE SPORTS

RESEARCH

TRAVELLING

TEACHING

LEARN CONSTANTLY

CINEMA

LANGUAGES

SKILLS AND COMPETENCIES

- **STRATEGIC THINKING**
- **TEAM MANAGEMENT**
- **PROJECT MANAGEMENT**
- **PROACTIVITY**
- **CUSTOMER SERVICE**
- **FACILITATION**
- **LIABILITY**
- **DISCIPLINE**
- **RESULTS AND SOLUTION ORIENTED**
- **TEAMWORK**
-