





# JOSE DANIEL VELEZ SANCHEZ


Versatile and dedicated professional with experience in contemporary dance, customer service, event coordination and teaching. Recognized for excellent organizational, interpersonal and creative skills. Able to work in team environments, manage multiple tasks and deliver high quality results. Looking for opportunities to leverage my diverse skill set in dynamic roles and challenging.

## CONTACT


 P. de las Anemones 228  
Guadalajara 45238 Guadalupe  
Bougainvillea

 3312706200

 leinad.4991.08@gmail.com

 08/12/1994

 Mexican

 Single

## SKILLS

- Collaboration and team leadership in
- Excellence in customer service to the
- Creative problem solving
- Coordination and planning of on of events
- Administrative programming skills as and
- Adaptability and quick learning je
- Effective and public communication oratory
- Time management and organization

## TRAINING

**Higher Institute of Performing Arts**, Guadalajara, JAL | 01/2014 - 12/2018

**Bachelor of Contemporary Dance**

**Institute of Sciences**, Guadalajara, JAL | 08/2010 - 06/2013

**Preparatory**

**Institute of Sciences**, Guadalajara, JAL | 08/2007 - 06/2010

**Secondary**

**Miguel Angel Institute of the West**, Zapopan, JAL | 08/2001 - 06/2007

**Primary**

## WORK HISTORY

**Twin Lions Casino-Hostess Room**

Guadalajara, Jalisco | 12/2023 - 01/2025

- Provide personalized and professional attention to customers, providing detailed information about the casino's services, events, promotions and activities.
- Organize and supervise bingo games, including the distribution of folios, payment of prizes and resolution of related problems.
- Manage the redemption of prizes, promotional items and game folios, ensuring an efficient and satisfactory process for customers.
- Act as the public face of the casino, participating in the promotion of events and campaigns through commercial videos and live presentations.
- Present artists in live shows and coordinate special events for prominent clients in VIP areas.

- Flexibility and teamwork
- Excellent presentation and image
- Kindness and empathy
- Empathy and active listening

LANGUAGES

English C1  
Advanced (C1)

- Provide private service to distinguished clients in the VIP theatre, guaranteeing an exclusive and quality experience.
- Communicate important and promotional announcements through a paging system, maintaining clear and effective communication with customers.
- Record customer complaints and suggestions, ensuring that they are properly communicated to the corresponding area for continuous improvement of the service.

Key achievements:

- Contribute to increased participation in casino events and promotions through personalized attention and effective communication.
- Recognition for the excellent representation of the casino's image in promotional campaigns and notable events.

**Twin Lions Casino-Hostess Restaurant**

Guadalajara, Jalisco | 08/2023 - 12 /2023

- Customer Reception: Provide a warm welcome to customers, ensuring a pleasant and professional initial experience.
- Reservation Management: Manage and organize table reservations, optimizing restaurant capacity and respecting customer preferences.
- Waiting Control: Coordinate waiting lists and keep customers informed about table assignment times.
- Personalized Attention: Identify and attend to the special needs of clients, offering respectful and cordial treatment.
- Team Collaboration: Work in close coordination with service and kitchen staff to ensure efficient and optimal flow.
- Supervision of Common Areas: Verify that the entrance and reception areas are clean, organized and ready to receive customers.
- Conflict Resolution: Handle delicate situations or customer complaints in a diplomatic manner, ensuring their satisfaction.
- Service Promotion: Inform customers about promotions, special events and other services available at the casino.
- Compliance with Protocols: Ensure that the safety, hygiene and quality regulations of the casino and the restaurant were met.

**Twin Lions Casino-Restaurant Cashier**

Guadalajara, Jalisco | 05/2023 - 08 /2023

- Collect and manage cash payments, credit/debit cards and consumer vouchers, ensuring the correct issuance of tax receipts and invoices.
- Manage the cash register, accurately balancing daily receipts and preparing shift closing reports.
- Provide high-quality customer service, responding to requests, clarifications, and resolving potential conflicts related to accounts or collections.
- Collaborate with the team of servers and supervisors to ensure efficient operation during peak times.

- Ensure compliance with internal cash management policies, as well as control procedures established by the casino.
- Participate in the supervision and control of special promotions, discounts and loyalty programs applicable in the restaurant.
- Keep the work area clean, organized and stocked with the necessary materials for the shift.

#### ***DanceAM-Dance teacher***

Guadalajara, JAL | 09/2022 - 04/2023

- Monitoring student learning and organizing tutoring sessions to deal with each case individually
- Creation of a safe and trusting environment, where integration and camaraderie are encouraged
- Encouragement and motivation of students in the development of activities and in their desire to learn
- Preparation of specific classes adapted to the needs of each group
- Preparation of classes and design of teaching and learning strategies
- Creation of pedagogical resources for different classes and levels of the courses

#### ***GAP-Salesman and cashier***

Guadalajara, JAL | 11/2022 - 02/2023

- Verification of the correct placement of the product according to the marketing strategy
- Cash collection management, use of cash registers and POS systems
- Personalized customer service, providing solutions and advice that contribute to customer loyalty
- Change control, ticket issuance, refund management and transaction registration
- Customer orientation to help you with your questions and the purchase of products
- Collection of products in cash
- With a bank card, and daily cash audits

#### ***LEGO-Salesman and cashier***

Guadalajara, JAL | 10/2021 - 08/2022

- Verification of the correct placement of the product according to the marketing strategy
- Cash collection management, use of cash registers and POS systems
- Personalized customer service, providing solutions and advice that contribute to customer loyalty
- Change control, ticket issuance, refund management and transaction registration

- Customer orientation to help you with your questions and the purchase of products
- Collection of products in cash
- With a bank card, and daily cash audits
- Attention to claims and complaints, providing a quick and effective solution to the client
- Maintaining the order and cleanliness of the establishment to offer a good customer experience
- Inventory management, dealing with suppliers and receiving and organizing products
- Cataloging, placement and replenishment of products on shelves and display cases
- Maintaining inventory, receiving and placing new merchandise in the establishment

***La Petite Garden-Event planning assistant*** Guadalajara,  
JAL | 10/2020 - 09/2021

- Driving growth, profitability and business value.
- Effective management of resources, delegating tasks and contracting external services
- Project management and management of the assigned budget
- Quality control of the processes and services offered by the company
- Planning, distributing and monitoring team tasks
- Participation in the improvement of productive and administrative processes
- Management of participant registration and invitations
- Hiring of spaces, personnel, equipment and materials
- Check that everything works correctly on the day of the event
- Problem resolution during the organization and execution of the event
- Assistance to participants during the event in everything they may need
- Assignment and coordination of tasks of the different teams
- Coordination of all teams involved in the event
- Negotiation with suppliers of products and services
- Constant communication and consultation with clients
- Attention and resolution of unforeseen events quickly and effectively
- Reception and attention to customers in a friendly and respectful manner
- Assistance to all work teams on the day of the event

***From the Events-Personal Assistant***  
Guadalajara, JAL | 10/2020 - 09/2021

- Travel management, preparation of itineraries and hotel and flight reservations
- Scheduling meetings and making appointments on behalf of the

company address

- Maintenance of printed and digital records of ongoing executive projects
- Preparation of spreadsheets and presentations for trade shows and meetings
- Answering calls and emails, and receiving visitors
- Preparation of required documentation and monitoring of open processes
- Preparation and updating of the client agenda and database
- Answering incoming phone calls and emails
- Maintaining a detailed inventory and placing orders when necessary
- Organization of executive trips, ticket purchases and hotel reservations
- Performing tasks related to the accounting and billing of the department

### ***OnLiveMovnt-Co-founder and Coordinator of Dance Academy***

Guadalajara, Jalisco | 05/2020 - 03 /2021

- Recruitment and staff management: I selected and hired teachers specialized in various dance disciplines, organizing informational meetings to detail working conditions, payment schemes and project guidelines.
- Coordination of schedules and classes: I assigned schedules for each class, ensuring optimal time distribution for students and teachers, and managed the creation and distribution of Google Meet links for each session.
- Customer service and support: I maintained constant communication with students and parents, resolving doubts, ensuring their satisfaction and guaranteeing their participation in classes.
- Marketing and advertising design: I designed promotional images and videos for social media, managing to attract and retain new students through attractive and effective visual strategies.
- Teaching: I taught dance classes, adapting methodologies to the virtual format to guarantee dynamic and effective learning.
- Operational management: I oversaw the overall organization of the academy, from planning to execution of activities, ensuring the continuity of the project in a virtual environment.

### ***Diploma in Creative Bodies-Jazz Master***

Guadalajara, Jalisco | 05/2019 - 06 /2020

- I designed and taught jazz technique classes to students of different levels (beginners to advanced), adapting the content to the needs of each semester within the two-year diploma program.
- I introduced students to various styles of jazz, such as lyrical jazz, musical jazz and pop jazz, encouraging personal exploration and the search for their own style in their dance.

- I managed to help students develop confidence in their artistic expression, mastering technique and consistently exceeding expectations in their semester assessments.
  - I organized and prepared unique and dynamic technical exercises and choreographies for the final exams of each semester, which were widely praised by directors, teachers, students and parents.
  - I trained several students to compete in national dance events, obtaining podium places in different categories, which reflected the positive impact of my methodology.
  - I cultivated an environment of motivation and security, encouraging my students to express themselves without fear and enjoy the creative process.
- 

#### ADDITIONAL INFORMATION

Advanced knowledge and handling of Word and Excel