


ERNEST A. HERNANDEZ

Guest Wellness and
Sales Consultant

CONTACT DETAILS

 (+52) 999-453-7499

 Mexico, San Jose del Cabo

 ernest.avalos.ea@gmail.com

PROFESSIONAL RESUME

I am a motivated and adaptable profesional with 6+ years of experience en the hospitality industry, seeking to leverage excellent customer service, problem solving skills, and teamwork in a dynamic work environment. Open to opportunities across industries including hospitality, customer service and administration.

KEY SKILLS

- Excellent time management and multitasking abilities
- Strong customer service skills
- Problem-solving and conflict resolution skills
- Proficient in Microsoft Office (Word, Excel, Powerpoint)
- Knowledge of Hotel/SPA management software (e.g. OPERA, Innsist, Book4Time, EPHyR, Zenoti, Open Table)
- Other Computer Knowledge (Canva, Adobe PDF)
- Adaptable and quick learner

LANGUAGE

- Spanish (Native)
- English (Fluent)
- French (Basic)

CERTIFICATIONS

- Certified SPA Supervisor – International SPA Association
- Academy of Modern Psicology Applied - Life Coach Certification

INTERESTS

Enthusiastic lifelong learner, passionate about personal and professional growth through reading, exploring nature and acquiring new skills

WORK EXPERIENCE

SPA RECEPTION AGENT / HYATT ZIVA LOS CABO
2021 - 2024

WELLNESS CONCIERGE / CHABLE RESORT & SPA AT YUCATAN
2017 - 2020

SPA RECEPTION AGENT / SOMMA WINE SPA AT GRAND FIESTA AMERICANA LOS CABOS
2016 - 2017

- Exceptional Client Relations: Deliver unparalleled client experiences with a welcoming demeanor, expert appointment management, and proactive service.
- Strategic Sales Leadership: Consistently exceed sales targets by devising and implementing innovative sales strategies and promotional campaigns.
- Precision in Financial Management: Handle transactions with accuracy and integrity, ensuring seamless financial operations.
- Operational Excellence: Introduce and optimize efficient scheduling and inventory systems, driving operational efficiency and enhancing service delivery.
- Performance Excellence: Recognized for exceptional performance, rapid learning, and the ability to quickly adapt and innovate.
- Collaborative Leadership: Drive team success through effective collaboration with managers and staff, cultivating a positive work culture and contributing to strategic growth.

ADDITIONAL EXPERIENCE

SPA BUTLER / GRAND VELAS LOS CABOS
2021-2021

SPA BUTLER / SOMMA WINE SPA AT GRAND FIESTA AMERICANA LOS CABOS
2015 - 2016

GENERAL EMPLOYEE / CINEPOLIS THEATER AT LOS CABOS
2014 - 2015

EDUCATION

COLEGIO DE BACHILLERES (COBACH) #10 HIGH SCHOOL**
2012-2015

- Relevant coursework: Accounting

ERNEST A. HERNANDEZ

GUEST WELLNESS AND SALES
CONSULTANT

Dear Employer,

As a dynamic professional with a diverse international background, I bring a wealth of experience and a unique perspective to the spa and wellness industry. Born in the USA and having grown up in Mexico, I possess a rich cultural understanding and adaptability that enhance my ability to connect with clients and colleagues alike.

With a robust foundation in hospitality, particularly in spa services and sales, I have consistently demonstrated excellence in client engagement, sales strategy, and operational efficiency. My career is complemented by diverse training in areas such as smithing, photography, digital design and electricity, as well as hands-on experience with the Los Cabos firemen and a militarized association. These experiences have honed my problem-solving skills, adaptability, and leadership capabilities.

I am open to exploring new disciplines and activities that foster my extensive growth. Passionate about reading and nature-oriented pursuits, I am eager to engage in roles that allow for continuous learning and personal development. Known for my quick learning ability and innovative approach, I consistently exceed performance expectations and contribute positively to team environments. My goal is to leverage my diverse skill set and global perspective to drive success and foster growth in a forward-thinking organization.

Sincerely,

Ernest A. Hernandez

ADDRESS

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SOCIAL MEDIA

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