

CARLOS ALTINO DE JESUS DOS REIS



Age: 37

Nationality: Brazilian

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Summary

Highly experienced customer service and hospitality professional with over 10 years in the industry. Proven ability to provide excellent customer service in fast-paced and demanding environments. Strong interpersonal and communication skills, with a track record of increasing guest satisfaction and resolving customer complaints. Skilled in data entry and management, with proficiency in various softwares.

Skills

- Python for Data Science, AI & Development, Methodology & Tools for Data Science
 - Customer Service: Excellent customer service skills, complaint resolution
 - Data Entry & Management: Proficient in data entry, data management, and data analysis.
 - Teamwork & Leadership: Strong teamwork and leadership abilities, adaptable and proactive.
 - Multilingual: Fluent in English, Spanish, and Portuguese.
 - Technical Skills: Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Windows 7, 8, 10, 11, Linux, MacOS, SolidWorks, WMS Logistics Systems, Python.
 - Hotel Management Systems: Opera, Arion, Cloudbeds, FNS Manager.
 - Software & Hardware: Installation and configuration of software and hardware.
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Experience

Hotel Our Habitas, San Pedro de Atacama, Chile Guest Experience Agent - 2023 - 2024

- Provided excellent customer service to guests at a luxury hotel.
- Resolved customer complaints in a timely and professional manner.
- Increased guest satisfaction by 15%.
- Managed guest data and ensured accurate record-keeping.

Hotel Acacias de Vitacura, Santiago, Chile Night Auditor Front Desk Clerk - 2022 - 2023

- Provided excellent customer service to guests at a low-scale hotel.
- Increased guest satisfaction by 10%.
- Handled data entry tasks related to guest bookings and billing.

Hotel Icon SA, Santiago, Chile Night Auditor Front Desk Clerk - 2022

- Provided excellent customer service to guests at a big-scale hotel.
- Resolved customer complaints in a timely and professional manner.
- Increased guest satisfaction by 5%.

- Emission of tax ballots and export bills, supervised and corrected them, issued credit notes when necessary.
- Managed and updated guest records and financial data.

Ski Portillo & Tierra Hotels, San Pedro de Atacama, Chile Front Desk Clerk - 2021

- Provided excellent customer service to guests at a luxury hotel.
- Resolved customer complaints in a timely and professional manner.
- Increased guest satisfaction by 15%.
- Performed data entry tasks for guest reservations and billing.

Ski Portillo and Tierra Hotels, Castro, Chile Waiter - 2018/2019

- Provided excellent customer service to guests at a luxury hotel.
- Took orders, served food and drinks, and processed payments.

Hotel Alvear, Buenos Aires, Argentina Waiter - 2017

- Provided excellent customer service to guests at a luxury hotel.
- Took orders, served food and drinks, and processed payments.

Education

University of New Jersey Rutgers Supply Chain Logistics

IBM Data Science Capacitation Currently enrolled

Informatic Skills

- Microsoft Office Suite: Word, Excel, PowerPoint, Outlook.
- Operating Systems: Windows 7, 8, 10, 11, Linux, MacOS
- Software: SolidWorks, WMS Logistics Systems, Python
- Hotel Management Systems: Opera, Arion, Cloudbeds, FNS Manager.

Other Interests

- Technical Interests: Aviation, IT, Data Science, Archaeology, History, Physics, Reading, Languages Programming, C++, Python
- Outdoor Activities: Adventure sports, volunteering, swimming.

