Michelle Hidalgo

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https://michellehidalgo113.github.io/PortfolioWebsite/

EDUCATION

Florida International University, Miami, FL   August 2012- December 2016
Bachelor of Science in Hospitality Management, Cum Laude
Florida Medallion Scholar (2012-2016)

SKILLS

● **SQL**	●**Tableau**	●**Microsoft Excel**
● **Power BI**	● **Bilingual (Spanish)**	

CERTIFICATIONS AND LICENSES

● Google Data Analytics Professional Certificate   September 2022
● SQL From Scratch Using MySQL Databases Certificate   September 2022

WORK EXPERIENCE

Norwegian Cruise Line, Miami, FL   November 2022 - Current
Web Chat Consultant
- Utilize Tableau to track and analyze customer data to identify trends and patterns and use that information to make data-driven decisions in sales strategies.
- Demonstrated ability to identify key performance indicators (KPIs) and use them to measure performance and make adjustments to sales strategies.
- Consistently exceeded sales goals by utilizing data-driven strategies.

Royal Caribbean–Celebrity Cruise Line, Miami, FL   November 2021 - November 2022
Customer Outreach - Digital Agent
- Managed guest reservations via digital chat system by working directly with the customer using tailored strategy to fulfill specific needs of each client.
- Successfully reached a target of $75K in sales revenue each month and consistently ranked in top of the department.
- Mentor and guide new agents through the onboarding and training process as well as create schedules for new agents.
- Assisted in creation of department's business rules.

Royal Caribbean–Celebrity Cruise Line, Miami, FL   November 2019 - November 2021
Customer Outreach - Customer Service Agent
- Helped company attain the highest client service ratings. Earned 100% marks in all categories including: communication skills, listening skills, problem resolution, and politeness.
- Managed large amounts of inbound and outbound calls in a timely manner.
- Identified customers' needs, clarified information, and provided solutions while maintaining high customer satisfaction by having a high level of knowledge and understanding of products and customer needs.

St. Kevin Catholic School, Miami, FL   August 2017 - June 2018
Paraprofessional
- Utilized data and analytics to support classroom curriculum and provide individualized and collective administrative support to students and their families.

Hilton Worldwide, McLean, VA   June 2016 - August 2016
Supply and Management Summer Intern
- Coordinated and planned the purchase of products and services for various events depending on company needs by using data analysis and insights..
- Helped oversee Hilton's supply chain and operation which included building and maintaining relationships with consumers and vendors by analyzing data.