

# Michelle Hidalgo

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## EDUCATION

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

August 2012- December 2016

## SKILLS

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- SQL
- Python

- Tableau
- PowerBI

- Microsoft Excel
- Bilingual (Spanish)

## WORK EXPERIENCE

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**Royal Caribbean–Celebrity Cruise Line**, Remote  
*Customer Outreach - Digital Agent*

November 2021 - Current

- Responsible for servicing and assisting guests with creating and managing new reservations via chat.
- Responsible for multitasking and assisting 3-5 guests at once with their needs.
- Responsible for guiding guests through the website as well as assisting with cancellations, refunds, quotes, escalations, redeeming Future Cruise Credits and maintaining 75K sales goal each month.
- Responsible for backing up departments such as Inbound Sales and Service during peak hours as well as assisting with callouts for redeployments when needed.
- Assisted manager with creating Digital Sales Department Business Rules as well as a new onboarding schedules for new digital sales agents, as well as being in a “Buddy Program” to personally train new Digital agents one on one.

**Royal Caribbean–Celebrity Cruise Line**, Remote  
*Customer Outreach -Service Department*

November 2019 - November 2021

- Managed large amounts of inbound and outbound calls in a timely manner.
- Helped company attain the highest client service ratings. Earned 100% marks in all categories including: communication skills, listening skills, problem resolution, and politeness.
- Identified customers' needs, clarified information, research every issue and provided solutions.
- Maintained a high level of knowledge and understanding of product features, services, marketing promotions, and special offers.

**St. Kevin Catholic School**, Miami, FL  
*Paraprofessional*

August 2017 - June 2018

- Assisted teachers in the classroom by supplementing a regular classroom curriculum.
- Supervised students inside and outside of the classroom, and provided individualized and collective administrative support to students and their families.

**Hilton Worldwide**, McLean, VA  
*Supply and Management Summer Intern*

June 2016 - August 2016

- Coordinated and planned the purchase of products and services for various events depending on company needs.
- Helped oversee Hilton’s supply chain and operation which included building good relationships with consumers by answering all customer service questions.
- Maintained regulatory documents to ensure compliance with sponsor specifications and industry standards.

## CERTIFICATIONS AND LICENSES

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