

Michelle Hidalgo

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EDUCATION

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

August 2012- December 2016

SKILLS

- SQL
- Python

- Tableau
- PowerBI

- Microsoft Excel
- Bilingual (Spanish)

WORK EXPERIENCE

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 - Customer Service Agent

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

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