

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
- Power BI

- Tableau
- Bilingual (Spanish)

- Microsoft Excel

CERTIFICATIONS AND LICENSES

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

September 2022
September 2022

WORK EXPERIENCE

Royal Caribbean–Celebrity Cruise Line, Miami, FL
Customer Outreach - Digital Agent

November 2021 - Current

- Manage 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
Customer Outreach - Customer Service Agent

November 2019 - November 2021

- 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
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 and maintaining relationships with consumers.
- Maintained regulatory documents to ensure compliance with sponsor specifications and industry standards.