

Contactar

www.linkedin.com/in/evelyn-bajaña-toledo-655ba5123
(LinkedIn)

Aptitudes principales

Opera
ZEUS
FIDELIO

Languages

French (Elementary)
English (Professional Working)
Spanish (Native or Bilingual)

Certifications

Innovative Customer Service
Techniques

Evelyn Bajaña Toledo

Customer Representative | Hospitality & Tourism MBA |
Guayaquil Metropolitan Area

Extracto

Personal Detail:

Nationality: Ecuadorian

Date of Birth: 15/07/1989

Contact Details:

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Experiencia

Grand Hotel Guayaquil, an Ascend Hotel Collection Member
Front Desk Supervisor
enero de 2022 - Present (8 meses)
Área Metropolitana de Guayaquil

Sermatecnica
Administrative Assistant
agosto de 2020 - junio de 2021 (11 meses)
Guayaquil, Guayas, Ecuador

Supervisar el desempeño de colaboradores de la empresa. Control de pago de
nómina de empleados y elaboración de contratos de trabajo. Elaborar liquidaciones y demás documentos relacionados.

Bijoux Catering GmbH
Customer Representative
julio de 2018 - julio de 2019 (1 año 1 mes)
Kloten

Asesorar con opciones de menú apropiadas para cada vuelo o evento. Administrar requisitos de catering, eventos y proyectos. Asegurar que producción realice todos los requerimientos solicitados. Construir relaciones con clientes de aerolíneas y mejorar la relación comercial.

Durante el Foro Económico Mundial (WEF 2019), encargada de logística en producción

Sermatecnica S.A.

Assistant, Administration Department

agosto de 2015 - julio de 2017 (2 años)

Guayaquil, Ecuador

- # Control of the financial resources of the company.
- # Employee payroll payment control
- # Request and verify the supports of the expenses incurred.
- # Drawing up of employment contracts
- # Monitor monthly sales

Hotel Oro Verde Guayaquil

2 años 1 mes

Receptionist, Front Desk Department

diciembre de 2014 - julio de 2015 (8 meses)

Guayaquil, Ecuador

- Checking in/out of guests
- Reviewing housekeeping reports and compare with current information at front desk
- Making daily reports (sales and news of the shift)
- Make sure of the accomplishment of the guest's requirements
- Handling of guest's complaints
- Tracking and closing of outstanding accounts
- Billing of room services
- Working with Opera System
- Handling cash funds

Booking Agent, Reservation Department

agosto de 2014 - noviembre de 2014 (4 meses)

Guayaquil, Ecuador

Telephone agent, Front Office Department

mayo de 2014 - julio de 2014 (3 meses)

Guayaquil, Ecuador

- # Channeling internal and external calls
- # Business center salon manager
- # Making bills for call and lounge services
- # Handling cash funds

Cashier, Financial Department

julio de 2013 - abril de 2014 (10 meses)

Guayaquil, Ecuador

- # Billing of daily sales
- # Daily sales report
- # Reconciliation between cash sales and billing
- # Handling cash

HM International Hotel

Receptionist, Front Desk Department

febrero de 2013 - abril de 2013 (3 meses)

Guayaquil, Ecuador

- #Checking in/out of guests
- # Making daily reports (sales and news of the shift)
- # Make sure of the accomplishment of the guest's requirements
- # Billing of room services
- # Working with Zeus System
- # Handling cash funds
- # Handling of guests complaints

Educación

HTMi Hotel and Tourism Management Institute Switzerland

Master of Business Administration - MBA, Hospitality Administration/
Management · (2017 - 2018)

Universidad Católica de Santiago de Guayaquil

Ingeniería en Administración de Empresas Turísticas y
Hoteleras · (2008 - 2012)