

Víctor Ruddy Báez Guzmán

Date of birth: July 24, 1981.

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Civil Status: Single



OBJECTIVE

Foster relationships and work cooperatively as a team. Steps forward to address difficult problems and guide others towards the achievement of identified and meaningful goals. Learning and application of personal expertise. Effective communication. Responsibility.

EDUCATION

January 2007 – January 2015
Santo Domingo, Dom. Rep.

Hotel Management Degree
Universidad del Caribe
(<https://www.unicaribe.edu.do/>)

JOBS EXPERIENCE

Sept. 2018 - Dec. 2019
Dominican Republic.

Miranda Resorts.
Front Desk Manager.
([Www.mirandahotels.com](http://www.mirandahotels.com))

April - August 2017
Dominican Republic.

Dreams La Romana Resort & Spa.
Reception Sub. Manager: Personal Supervision.
Customer Service Management Proceeds.
Occupation List Verification. Rooms: 751.

(http://www.dreamsresorts.com/en_us/resorts/dominican-republic/la-romana.html)

September 2010 - March 2017
Dominican Republic.

Dreams La Romana Resort & Spa.
Reception Supervisor: Helps Staff in Solving Problems.
Check Reports to be sure everything is correct.

(http://www.dreamsresorts.com/en_us/resorts/dominican-republic/la-romana.html)

April 2006 - October 2010
Dominican Republic.

Dreams La Romana Resort & Spa.
Receptionist: Customer Support.
Registration, control and collection of services consumed by the guests.

(http://www.dreamsresorts.com/en_us/resorts/dominican-republic/la-romana.html)

February 2003 - April 2006

Dreams La Romana Resort & Spa.

Dominican Republic.

Telephone Operator: External and Internal Call Attention.

(http://www.dreamsresorts.com/en_us/resorts/dominican-republic/la-romana.html)

SEMINARS, TRAININGS & COURSES

Middle Management Certification Course - INFOTEP

Customer Support - INFOTEP

Technical Sales - INFOTEP

Management Skills Techniques - INFOTEP

Productive Supervision - INFOTEP

Monitoring Techniques - INFOTEP

Excellence in Service - INFOTEP

LANGUAGES

Spanish Mother Language.

English Advance, Written & Oral.

French Middle.

Italian Basic.

PERSONAL REFERENCES

Lic. Rene Martinez, Reception Manager,

Hilton La Romana, Dom. Rep.

Phone: +1 809 875 5740/ +1 809 550 2458

Lic. Edwing Blanco, Concierge Manager,

Dreams Dominicus, Bayahibe, Dom. Rep.

Phone: +1 809 846 0034