

## Raul Enrique Santana Cimpic

001-1900676-5 Dominican Born in August 12th 1991

C/Juanico Dolores , Buenos Aires de Herrera,	1-(809) 319-3616
Res. L & R Apt. N-1	1-(829) 892-6855
Santo Domingo, RD.	raul.cimpic12@gmail.com

Seeking full-time employment with your organization. My aim is to utilize the skills that I have learned through my work experience, as well as my education, in order to provide you with a hardworking and knowledgeable employee.

### Work Experience

- **International Vacation Club (Afinity Marketing Services)**

September 15th 2017 – February 13th 2019

Customer Service Representative and Post Sale Coordinator

- Assisted Vacation Club members with questions and concern about their membership.
- Make Welcome calls to all new members joining the club to teach them how to use all our different platforms
- Assisted 3 all our brands hotels email responding customer needs in a timely manner
- As post sale coordinator, followed up with cancellation request making conferences with sales representatives at our hotels.
- Negotiated directly with our Vacation Club members to make sure they don't cancelled their membership.

- **S-Trip! (Canadian Tour Operator)**

June 2013 - July 2013

March 2014 - July 2015

February 2016 - July 2016

Trip Leader , Airport coordinator and Activities Coordinator

Puerto Plata, RD and Punta Cana RD

- Assisted travelers with their questions and concerns during their stay at the resort.
- De-escalated emotional or intense situations when travelers were displeased or in distress.
- Facilitated daily activities and night events on and off site for large groups of Canadian, American, and Dominican students.
- Strong interpersonal skills.
- Punctual and reliable.
- Loyal employee, as evidenced by two years of seasonal work.

- **Vixicom LLC**

February 2012- June 2014

Sales and Customer Service Representative Provided customers with thorough explanations to resolve their individual problems. Used my personal sales skills to upsale products and generate more revenue for the company. Developed intermediate skills on Microsoft Excel, Word, and PowerPoint. Used specific computer software to receive calls and locate customer information. Arrived at work everyday with a positive attitude to encourage my coworkers to maintain company morale.

- **Chef Pepper Restaurant**

January 2011- January 2012

Take Out and Delivery Department Restocked refrigerator Responsible for putting orders together in a timely fashion. Organized department for ease of customer use. Setup new delivery and take-out department for the Punta Cana location which involved training of the new personnel.

## Education

- **High School Diploma (Bachiller Técnico en Informática)**

Completed in 2009

Liceo Técnico General de Bigada Belisario Peguero Guerrero P.N.

- **Advanced English**

Completed in 2009

Liceo Técnico General de Bigada Belisario Peguero Guerrero P.N.

- **Currently Studying French (Level 2)**

Universidad Autónoma de Santo Domingo

- **Office Package (Word-Excel-Power Point)**
- **Sales Skills Course Level 3**
- **Personal relations Skills level 3**

## References

Miriam Santana De Yabra  
Relation: Aunt  
(809) 258-1177

Sra. Rosa Peralta  
Manager  
International Vacation Club  
(809) 338-3830

Gian Carlos Matos  
Relation: Manager S-Trip!  
(809) 858-1440