

FRANCISCO PORRAS CANTALEJO

DUBLIN IRELAND | 0034 618594134 | PACOPORRASCANTALEJO@GMAIL.COM

Professional Summary

Talented Administrator highly successful at motivating teams and streamlining operations. Analytical problem solver and persuasive communicator with talent for thinking outside box for creative solutions.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

- Project Management
- MS Office
- Work Planning and Prioritization
- Attention to Detail
- Supply Ordering
- Overcoming Obstacles
- Equipment Orientations
- Leadership

Work History

Front Desk Receptionist 01/2023 to PRESENT
THE MONT HOTEL – O’CALLAGHAN COLLECTION (OPERA) – DUBLIN, IRELAND

Front Desk Receptionist 11/2022 to 01/2023
THE WILDER TOWNHOUSE (HOTSOF) – DUBLIN, IRELAND

Administrator 07/2021 to 11/2022
ACTIVA Y SERVICIOS MANTENIMIENTOS INTEGRALES (SAGE 200)– ALGECIRAS, SPAIN

- Screened and transferred incoming calls, took down messages and transmitted information and documents to internal personnel.
- Computerized office activities, maintained customer communications and tracked records through delivery.
- Entered and maintained departmental records in company database.
- Collected, validated and distributed information to employees.
- Managed payroll, transactions, invoicing and budgeting to decrease financial inconsistencies.

Operations Assistant 06/2020 to 07/2021

ACTIVA Y SERVICIOS MANTENIMIENTOS INTEGRALES (SAGE 200)– ALGECIRAS, SPAIN

- Assisted operations manager with planning of routine operations and special projects.
- Solved problems timely and effectively, ensuring customer satisfaction.
- Managed and maintained file system covering expenses, reports and support documentation.
- Conducted inspections of facility and executed corrective actions to optimize safety and sanitation.

Front Desk Receptionist

01/2020 to 03/2020

MELIA GRANADA - HOTELS INTERNATIONALS (SIHOT) – GRANADA, SPAIN**Front Desk Receptionist**

06/2019 to 09/2019

PLAYACANELA - SENATOR HOTELS & RESORTS (WINHOTEL) – AYAMONTE, SPAIN**Front Desk Receptionist**

06/2018 to 09/2018

PLAYA CANELA - SENATOR HOTELS & RESORTS (WINHOTEL) – AYAMONTE, AYAMONTE

- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.
- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Resolved customer issues quickly and notified supervisor immediately when problems escalated.
- Kept accounts in balance and ran daily reports to verify totals.

Bell Boy

06/2017 to 09/2017

BARCELÓ ISLA CANELA - BARCELÓ HOTEL GROUP – AYAMONTE, SPAIN**Bell Boy**

06/2016 to 09/2016

BARCELÓ ISLA CANELA - BARCELÓ HOTEL GROUP – AYAMONTE, SPAIN

- Transferred luggage, bags and other items from vehicles and main lobby to and from guest rooms with wheeled cart.
- Responded immediately to any guest requests or concerns and promptly resolved issues.
- Provided guests with information regarding hotel's amenities, local attractions, nightlife, dining options, museums and concerts.
- Opened doors and transported luggage for customers with care and efficiency.

Education

Bachelor of Business Administration

06/2020

UNIVERSITY OF GRANADA – GRANADA (SPAIN)**Bachelor of Business Administration (Erasmus)**

09/2017-06/2018

LEOPOLD-FRANZENS UNIVERSITÄT INNSBRUCK – INNSBRUCK (AUSTRIA)

High School Diploma

06/2015

IES GUADIANA – AYAMONTE (SPAIN)

High School Diploma

06/2013

IES BIEL MARTÍ – MENORCA (SPAIN)

Additional Information

Hardworking person oriented to tourism sector with experience and eager to work.

Languages

Spanish



Bilingual or Proficient (C2)

Catalan



Bilingual or Proficient (C2)

English



Upper intermediate (B2)

German



Elementary (A2)