

Grismaldy Herrera

Housekeeping/ Team leader

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Grismaldy-Herrera/d938417f5dba99f1](https://www.indeed.com/r/Grismaldy-Herrera/d938417f5dba99f1)

Highly enthusiastic customer service professional with 10 years client interface experience.

Core Strengths

Strong organizational skills

Active listening skills

Sharp problem solver

Large cash/check deposits expert

Energetic work attitude

Inventory control familiarity

Customer service expert

Bilingual English/ Spanish

Housekeeping/ Hotel experience

WORK EXPERIENCE

Housekeeping/ Team leader

Marriott International Hotel & Resorts - Conshohocken, PA - April 2013 to October 2015

Resolved product/policy issues and shared benefits of new technology. Assisted customers with the hotel and product complaints. Guaranteed positive customer experiences and resolved all customer complaints. Trained 2 new employees quarterly. Created new processes and systems for increasing customer service satisfaction. Earned "Top customer service" for two consecutive quarters in 1 year. Earned housekeeper of the month 15 times in 2 years. Developed highly empathetic client relationships and earned reputation for exceeding the cleanliness goal and interaction with the guest. Cross-trained and provided back-up for other customer service representatives when needed. Worked as a team member performing organization duties, room assistance and cleaning. Expressed appreciation and invited customers to return to the hotel. Worked under strict deadlines and responded to service requests and emergency call-outs. Served as one of the most reliable company's bilingual Spanish/English customer service representative. Guaranteed positive customer experiences and resolved all customer complaints.

Cashier/ customer service

Cousins supermarket - Philadelphia, PA - November 2006 to April 2013

Philadelphia

Prevented store losses using awareness, attention to detail and integrity. Trained more than 5 new employees quarterly. Created new processes and systems for increasing customer service satisfaction. Worked as a team member performing cashier duties, product assistance and cleaning. Managed quality communication, customer support and product representation for each client. Worked under strict deadlines and responded to service requests and emergency call-outs. Served as the company's only bilingual Spanish/English customer service representative. Assisted customers with store and product complaints. Resolved product/policy issues and shared benefits of new technology.

EDUCATION

Nueva Esperanza Academy - Philadelphia, PA
2006

Business Administration

Esperanza College - Philadelphia, PA