

**HEIDY KARINA RIVERA ALVARENGA**

Customer Service Representative

Honduras | Available for Remote Work

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PROFILE

I am a 22-year-old bilingual customer service professional from Honduras with experience working on a cruise ship and in a beauty salon. I enjoy helping people, solving problems, and creating a positive experience for every customer I speak with.

I speak Spanish natively and English fluently, and I am looking for a remote Customer Service / Customer Support position where I can assist customers online or by phone. I have constant access to the internet and I am comfortable learning new tools and systems.

KEY SKILLS

- Customer service & guest support
 - Bilingual: Spanish (native), English (advanced)
 - Problem solving & conflict resolution
 - Clear verbal and written communication
 - Active listening & empathy
 - Patience and stress management
 - Time management & multitasking
 - Teamwork and collaboration
 - Adaptability to new systems and tools
 - Basic computer skills & fast learner with new software
 - Ability to work remotely with stable internet connection
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PROFESSIONAL EXPERIENCE

Guest Service / Hospitality Crew **FULLY ENGLISH – Cruise Ship Mediterranean Ship Company February 2025 – October 2025 8.5 months**

- Assisted international passengers with questions, requests, and concerns, always maintaining a friendly and professional attitude.
- Provided information about services, activities, and facilities on board, helping guests enjoy a positive experience.
- Resolved complaints by listening carefully, offering solutions, and following company procedures.
- Worked in a multicultural, high-pressure environment, handling long shifts while keeping excellent service quality.
- Collaborated daily with colleagues from different departments to ensure smooth operations and guest satisfaction.

Customer Service & Stylist – Beauty Salon

Nefertity Cortes, Honduras

January 2023 – April 2024

- Welcomed clients, scheduled appointments, and managed customer flow in the salon.
- Provided beauty and styling services while maintaining a close and respectful relationship with clients.
- Listened to client needs and preferences to offer personalized recommendations and solutions.
- Handled customer inquiries in person, by phone, and via messages, always ensuring a professional response.
- Managed payments and basic cash handling with attention to detail and accuracy.

Waitress / Bartender – Restaurant & Bar

Hotel Copantl San pedro Sula, honduras

Eventual

- Served customers in a fast-paced environment, taking orders and ensuring a positive guest experience.
 - Resolved minor customer issues quickly and effectively to maintain satisfaction.
 - Worked with team members to keep the service area organized and efficient.
 - Learned to stay calm and polite during busy hours and under pressure.
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EDUCATION

High School Diploma

Sagrado Corazon de Jesus, Honduras

2020

LANGUAGES

- **Spanish** – Native
 - **English** – Advanced (spoken and written)
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ADDITIONAL INFORMATION

- Age: 22
- Country: Honduras
- Available for full-time remote work
- Reliable access to high-speed internet and personal computer
- Willing to work with international teams and different time zones

DINSTICTION

Addicted to learning and implementing new skills, I am always looking for the best tools and practices to make my work more efficient.