

# PATRICIA BARRIOS

pattybbs@yahoo.com

Highly motivated, self-directed professional with a broad skill set, including customer service, tourism, hospitality, and advocacy roles. Exceptional communication skills, as well as attention to detail and willingness to learn new tasks quickly. Strong understanding of how to relate with stakeholders (internal and external) in a positive way, encouraging repeat business and ongoing trust.

## KEY STRENGTHS

Customer Service • Tourism & Hospitality • Training & Development • Team Leadership • Family Advocacy • Relationship Development • Communication Skills • Problem Solving • English & Spanish Fluency

## CORE COMPETENCIES

**CUSTOMER SERVICE** – Work well with others, helping to build positive relationships and to establish rapport in order to encourage ongoing sales.

**FAMILY ADVOCACY** - Provided assessments for battered women and their children. Collaborated with on-site consultants and clinicians to provide comprehensive services to domestic violence clients.

**PROCESS IMPROVEMENTS** - Recommended promotional changes that assisted in increasing flight occupancies from 40 to 60%.

**TEAM LEADERSHIP** - Monitored, guided and motivated more than 100 agents to improve Airline Reservations productivity.

**TECHNICAL SKILLS** – MS Office (Word, PowerPoint, Excel), Adobe Acrobat, WordPerfect, Windows, Mac.

**TOURISM & HOSPITALITY** – Trained at the university level in tourism and hospitality, helping to encourage guest satisfaction in a variety of settings.

**TRAINING & DEVELOPMENT** - Official Airline Instructor of reservations system (AMSYS) for experienced agents as well as for bringing new employees to expert status.

## PROFESSIONAL EXPERIENCE

<b>Coder</b> , QUANTUM MARKETING AGENCY	2011 - 2012
<b>After-School Program Tutor</b> , YMCA MISSION BRANCH	2002 - 2003
<b>Bilingual Family Advocate</b> , LA CASA DE LA MADRES	2001
<b>Customer Service/Reservation Agent</b> , EXPRESSO AEREO	1995 - 1996
<b>Instructor/Customer Service Airport Agent/Reservation Supervisor</b> , AEROCONTINENTE	1996 - 2001

## EDUCATION

**BS, Tourism and Hospitality**, San Martin de Porres University, Lima, Peru