



## ALEJANDRO PÉREZ

### Recepcionist

#### ⇒ PROFESSIONAL SUMMARY.

Receptionist available to work in dynamic environments and in contact with the public. Experienced in administrative and commercial tasks such as Hotel Reception management, Reservations, and Billing.

#### ⇒ DUTIES.

- Providing customer service.
- Managing individual bookings.
- Managing group bookings.
- Managing direct customer enquiries and reservations via email.
- Managing reservations using PMSs and OTAs.
- Controlling reservations and forecasting.
- Managing billing and filing.
- Managing cash.
- Managing delivery notes and purchases.
- Performing various administrative duties.

#### ⇒ SKILLS.

- Teamwork.
- Availability.
- Flexibility.
- Organisation.
- Initiative.
- Proactivity.
- Project management.
- Planning and scheduling.
- Task prioritisation.
- Goal tracking.
- Responsibility.
- Adaptability.
- Creativity.
- Empathy.
- Sociability.

#### ⇒ HOTEL PMS.

- Microsoft Dynamics NAV.
- Anphitriton Hotel.
- ACIHOTEL.
- Cloudbeds.

#### ⇒ OTHERS.

- Driving licence A and B.
- Military service in the Army as an administrative assistant. Sant Climent Sescebes Military Base, Girona.

#### ⇒ CONTACT.

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#### ⇒ WORK EXPERIENCE.

**HOSTAL RIBAS** (Garet 62 Lloret, SL) | Lloret de Mar  
02.2022 - 11.2025

Receptionist

**HOTEL MERCEDES** \*\*\* (Distinct Merit, SL) | Lloret de Mar  
01.2019 - 11.2019

Receptionist

**HOTEL GOLDEN SAND** \*\*\* (Control Global Hosteleria, SL) | Lloret de Mar  
02.2017 - 06.2018

Receptionist

**HOTEL SUNVILLAGE** \*\*\*\* (Sun Village Lloret, SL) | Lloret de Mar  
06.2013 - 09.2016

Receptionist

**GUIPART LA MOLINA APARTHOTEL & SPA** \*\*\*\* (Guitart Hotels, SA)  
Alp (La Molina), Girona | 10.2006 - 02.2007 - Winter season-  
Receptionist

**HOTEL GUITART CAPRI** \*\*\* (Guitart Hotels, SA) | Lloret de Mar  
03.1991 - 10.2012

Receptionist

**HOTEL CAPRI** \*\*\* (Platur, SA) | Lloret de Mar  
01.1987 - 01.1991

Reception assist.

#### ⇒ ACADEMIC HISTORY.

10.2023

Agència FPCAT. GenCat | Barcelona

Professional Certificate for Accommodation Receptionist.

02.2022 - 06.2022

Lloret de Mar City Council | Lloret de Mar

aCTIC Intermediate Level; 30 hours.

11.2018

Lloret de Mar City Council | Lloret de Mar

Online Administration Procedures; 3 hours.

11.2018

Lloret de Mar City Council | Lloret de Mar

Electronic Administration; 2 hours.

02.2017

Lloret de Mar City Council | Lloret de Mar

How to Finance My Business; 8 hours.

01.2003 - 05.2003

e-CIFO | Girona

Web Design Course; 156 hours.

02.1994

OMICRON CENTER | Lloret de Mar

Computer Course; 16 hours.

09.1988 - 11.1988

OMICRON CENTER | Lloret de Mar

Office Automation Course; 200 hours.

09.1976 - 06.1984

Esteve Carles School | Lloret de Mar

High School Graduate.

#### ⇒ LANGUAGES.

Anglès		C1 Avançat
Francès		B1 Intermedi
Alemanys		A2 Bàsic
Italià		A1 Bàsic
Rus		A1 Bàsic