**Rochester Institute of Technology**

**Department of Student Affairs**

My name is Evelyn Peña. I have a college degree in Management and Business, as well as experience as a personal Assistant in companies and international settings. In addition, I am currently attending my second Master’s degree at Rochester Institute of Technology.

I would like to explain why I am interested in this position:

I have been working in the Administrative/Customer service field my entire life, and I must say that responsibility and commitment are some of my virtues which I think are very important qualities for a position like this. When someone is applying for a job, I think that person needs to meet certain things that are obviously necessary for the position and I know myself to be able to meet these requirements. This job opportunity will also help me to improve my capacities and abilities to work in a professional environment and will get me even more experienced.

I am able to fluently speak English and French, together with my great experience handling people from different countries. My resume, which is enclosed, contains additional information on my experience and skills.

Thank you for your time and consideration. I look forward to speaking with you about this exciting opportunity.

Evelyn Peña

**Evelyn Pena Garrido**

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**Summary**

Professional focused professional with more than 4 years of experience in customer service in international settings. Strong ability to communicate effectively and provide an excellent service.

**Highlights**

* Guest services experience/communicates properly \* Travel agency experience such as managing
* Reservations and booking system experience rates, travel packages, tours, etc.
* Front desk training / Luxury Guest services \* Diplomatic services experience, reviewing
* Adaptability responsiveness and eloquence. visa applications, interviewing applicants
* Airline training such as baggage, ticketing and \* Excellent Administrative skills. Ability for

flight boarding invoicing, pay roll, and other tasks.

**Accomplishments**

\*Organizational Leadership Certificate \*“Problem solving employee” certificate at AA.

\*Published a book about customer-service and marketing skills for bettering a Hotel’s quality: “*Propuesta Marketing Online Hotel Embajador”.* Published on March 3th, 2012*.*

**Experience**

**Reservations Agent – The Ambassador Hotel. Santo Domingo, DR (2010)**

* Inbound/outbound booking calls.
* Kept records of room availability and guests’ accounts manually and electronically.
* Personalized Customer service, setting up special prices and packages for customers.
* Attending several particular requests (taxis, city tours information, sports information, etc.)
* Collecting payments
* File documents
* Customer support at all times, together with the Front Desk solving any particular discrepancy.
* Verified customers’ credit and established how the customer would pay for the accommodation.

**Visa Applications Agent –Embassy of France. Santo Domingo, DR (1 month Internship 2010)**

* Reviewing visa application forms following strict guidelines.
* Interview applicants for further verification on the information and documentation received.
* Issue Visas according to the consul’s specifications.
* Managing files and documents and keeping record of every visa previously issued.
* Offering accurate information about procedures and requirements for visas.
* Data entry electronically.

**Passenger Service Agent- American Airlines. Santo Domingo, DR (2008-2009)**

* Boarding flights, from 60 to 300 passengers depending on the aircraft.
* Checking In passengers/ baggage check
* Baggage claim department experience, tracing bags, keeping record of delayed bags, etc.
* Customer service delivering delayed bags promptly to the customer’s house.
* Collecting payments
* Flying tickets issuing and selling.
* Problem solving such as calls to US Inmigration to verify traveler’s documents validity.

**Executive Assistant – Pena Tours Transportation Services. Santo Domingo, DR (2008)**

* Payroll (preparing the driver’s monthly payments)
* Preparing invoices for the customers.
* Create estimates with the rates established for a certain transportation service.
* Preparing fares for each route depending on the length and stops.
* Costumer care and support via telephone 24/7.
* General Administrative tasks
* Payments (issuing checks, cash flow, etc.)

**Park Services – Six Flags Great Adventure. New Jersey, USA (2007)**

* Customer service and support to visitors, (guiding them to the dining facilities, attractions, etc.)
* Keeping the order and cleanness to the area assigned.
* Offer general information about the park and its policies.
* Team work
* Making sure the surroundings are neat and no garbage is accumulated.

***Education***

**Rochester Institute of Technology (RIT), 2012 L’Alliance Francaise, 2008**

Master’s Degree – Service, Leadership and Innovation French - Languages

Rochester, New York. Santo Domingo, DR

**CETT – University Of Barcelona, 2011 APEC University, 2009**

Master’s Degree – Marketing Strategies for Hospitality English - Languages

Barcelona, Spain. Santo Domingo, DR

**APEC University, 2009 Flagship University TX, 2008**

Hospitality Management – University Degree Customer Service International Core – Training

Santo Domingo, DR Dallas TX, United states