

YANNIER SOTOLONGO GUZMAN

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OBJECTIVE

Dedicated professional with over 10 years of customer service experience and diverse expertise spanning healthcare, hospitality, construction safety, and skilled trades. Seeking to leverage extensive technical certifications, multilingual capabilities, and strong work ethic in a challenging role that values adaptability, problem-solving, and commitment to excellence.

PROFESSIONAL EXPERIENCE

FREELANCER | HANDYMAN • JAMAICA, QUEENS, NY

Self-Employed

2023 – Present

RENAISSANCE HOTEL • NEW YORK

Housekeeping Associate

2023

INASVI • MÉXICO

Dentist

2022 – 2023

M. CLINICA ANTILLA • NEW YORK

Dentist

2014 – 2020

MARIELVI Y JOSUE BAKERY • VENEZUELA

Baker and Confectioner

2020– 2022

PROFESSIONAL SKILLS

- Customer Service Excellence (10+ years)
- Problem-solving & Conflict Resolution
- Communication & Active Listening
- Team Collaboration & Leadership
- Adaptability & Self-Motivation

TECHNICAL SKILLS

- Construction Safety & OSHA Compliance
- Electrical Systems (Level I)
- HVAC Systems (Level I)
- Basic Computer Proficiency
- Painting & Surface Preparation

SPECIALIZED EXPERIENCE

- Dental Practice & Patient Care
- Hospitality & Guest Services
- Baking & Pastry Techniques
- Housekeeping & Sanitation Standards
- Menu Planning & Creative Presentation

EDUCATION & CERTIFICATIONS

Doctor of Dental Medicine • Universidad de Holguín, Cuba • 2014

OSHA 30-Hour Construction Safety Training • Training Institute Education Centers • 2023

Site Safety Training (SST) • Training Connect NYC • 2023

Crystalline Silica Hazard Awareness • Star Safety • 2023

Fall Protection Hazard Awareness • LWSC • 2023

Traffic Control Flagging Certification • Renaissance Technical Institute • 2023

Electrical Level I • Renaissance Technical Institute • 2024

HVAC Level I • Renaissance Technical Institute • 2025