

Alfredo Zavaleta

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Objective

Dedicated and focused. Highly motivated with great discipline. Looking to build a long-term career with opportunities for growth. Excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals and client satisfaction. Detail-oriented professional with strong technical skills, customer service experience, the ability to learn concepts quickly, resilient and team oriented. Experienced in developing rapport with clients. Works well in both low and high stress environments. Brings values such as motivation, dedication, and personality to the company. Fluent in English and Spanish (read, write, speak).

Experience

Omni Hotels and Resorts La Mansion and Mokara: OVN Manager 02/2020 to Present

- Handle guest complaints while maintaining a satisfactory impression
- Complete daily reports
- Block/assign applicable arrivals (VIPs, Special Requests, etc.)
- Communicate with all department managers on continuing basis
- Perform valet and bell duties
- Manage multiple departments to ensure guest satisfaction and safety
- Work through COVID shutdown and adhere to safety protocols

Bass Pro Shops: Santa's Wonderland Elf 10/2019 to 12/2019

- Managed photography station during event
- Maintained the safety of children and parents during the event
- Managed team of elves during event and delegated work according to event needs
- Assisted different departments within the store during the event

US ARMY: BCT Ft. Sill, OK 04/2019 to 07/2019

- Ensure cleanliness and order of sleeping quarters
- Work with a diverse group of soldiers in accomplishing tasks daily
- Ensure the safety of battle buddies
- Fill out reports in compliance with SOPs
- Managed multiple tasks simultaneously

OMNI Hotels and Resorts La Mansion: Housekeeping Supervisor 04/2018 to 03/2019

- Assign duties and rooms to housekeeping team
- Coordinate hotel operations with multiple departments
- Inspect the cleaning and servicing of all guestrooms and vacant rooms on a daily basis
- Provide courteous, personalized, and attentive guest service
- Resolve difficult and unusual problems arising with guests
- Monitor inventory to ensure adequate levels are maintained
- Conduct team meetings and translate so all members of the team understand project goals

OMNI Hotels and Resorts La Mansion: Front Desk Agent 04/2018 to 03/2019

- Greet guests in a courteous and professional manner
- Check guests in and out in a timely fashion
- Provide exceptional customer service and support to all of our guests
- Coordinate with other departments to ensure a memorable experience for guests
- Anticipate guest needs
- Use company programs such as Opera, ORS, GoCon to perform daily functions
- Solve complex issues that may arise including, but not limited to, guest billing and reservations
- Assign rooms to reservations when needed
- Set up amenities and coordinate with concierge as well as in room dining to ensure delivery and preparation
- Research restaurants, points of interest, and activities for guests to enjoy
- Tag, store, and retrieve guest luggage
- Park and retrieve guest vehicles when Valet needs assistance
- Give prospective guests tours of the property and describe amenities of hotel
- Follow up with guests regarding their stay and provide adequate compensation when required
- Front Office Ambassador, Front Office Safety Ambassador

Legacy Laboratory: Specimen Processor / Lab Admin 12/2015 to 08/2016

- Process patient samples for testing.
- Outsource samples to appropriate laboratories for testing.
- Keep track of inventory, ordering, and research equipment and methods to meet and improve lab needs.
- Answer phone calls, send and receive packages and mail, and communicate with management regarding samples and lab needs.

Quest Diagnostics: Specimen Processor**12/2014 to 12/2015**

- Identify problems with specimen types, missing information, and assign appropriate TIQ cases and resolve them.
- Understand the complex relationship between tests ordered and specimen received.
- Sort and store specimen samples in appropriate test bins and temperature storage systems.
- Maintain composure while working under pressure and effectively multi-tasking.

FedEx Office: Consultant**08/2012 to 11/2014**

- Identify customer needs.
- Met deadlines in a fast paced environment.
- Maintained required company documentation regarding financial and business data up to date.

Square Enix: Quality Assurance Tester**07/2013 to 10/2013**

- Examined and analyzed game for bugs.
- Proof read text for grammar and spelling errors.
- Documented bugs found in game and wrote error reports for rectification.
- Maintained confidentiality of unreleased games and materials.
- Communicated with QA team to ensure deadlines are met.

There Is A New World Somewhere: Director- Li Lu**11/2013***2nd Assistant Director*

- Managed team of PAs.
- Coordinated logistics of crew and equipment.
- Created call sheets for shoot days.
- Processed Exhibit G's and created production reports for shoot days.

Producer's Assistant

- Picked up and delivered equipment safely and in a timely manner.
- Surveyed shoot location.
- Collected information and assessed safety conditions of shoot location.
- Distributed and collected talent release forms, W-9's and agreements.

Twenty One Pilots; Holding On To You: Director- Jordan Bahat**08/2012***Production Assistant*

- Assisted loading and unloading of shoot equipment and crafty.
- Wrangled talent.
- Slate for camera department.
- Maintained the safety of talent and crew.

Education**BACHELOR OF SCIENCE: Business Administration****2011****ITT Technical Institute** – San Bernardino, CA

Coursework; Accounting, Human Resources, Business Analysis, Interpersonal Communication, International Business, Marketing, SWOT analysis

HIGH SCHOOL DIPLOMA: Victor Valley High School**2007**

Editor of school yearbook. Founder of after school guitar lesson program. Fencing team.

Skills

Software:

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|---|---------------|-------------------------|
| - Microsoft Suite (Word, Excel, Power Point, Outlook) | - Final Draft | - Adobe Photoshop |
| - Final Cut Pro | - AVID | - Adobe Premier Pro CS6 |
| - Opera | - ORS | - GoCon |

Other:

- | | | |
|---------------------------|------------------------------|--|
| - Deadline-driven | -Experience with DSLR camera | -Strong verbal and written communication |
| - Professional and mature | - TS-SC | - Team liaison |
| - Effective team leader | - Complex problem solver | |