

María Montserrat Carretero Kerlegand

Jefe de Barra

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(214) 892-0376

Autorizado a trabajar en EE.UU. para cualquier empresa

Experiencia laboral

Waitress

Los Lupes Mexican Restaurant - Irving, TX

enero 2015 a Actualmente

Front Desk Receptionist

Cabañas La Luna - Tulum, Q Roo.

febrero 2012 a noviembre 2014

Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork

Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.

Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Assisting and Caring for Others - Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.

Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.

Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.

Interpreting the Meaning of Information for Others - Translating or explaining what information means and how it can be used.

Judging the Qualities of Things, Services, or People - Assessing the value, importance, or quality of things or people.

Bartender

Los Lupes Mexican Restaurant - Irving, TX
enero 2013 a febrero 2014

Achievements:

- I carried out the administrative processes to carry out inventories of daily inputs and outputs of supplies in the bar area, as well as carry out the weekly requisitions of products and liquors. In this context, I coordinated the activities of the staff of bartenders, the preparation, cleaning, order, quality of service and inspection of beverages; maintaining the quality standards required for good customer service

Real Estate Agent

Realty World, Tuxtla Gtz, Chiapas - Tuxtla Gutiérrez, Chis.
abril 2010 a septiembre 2012

Achievements:

- Carry out market analysis and planning and marketing strategies to obtain potential clients interested in the acquisition of real estate, as well as the development of direct and indirect sales and advisory services. I contributed to the recruitment of potential clients obtaining a considerable percentage of sales closing for the company.

Bartender

Restaurante Italiano Café di Napoli - Dublin, IE
febrero 2009 a diciembre 2009

Achievements:

- Carry out sales and customer service operations in the food and beverage service; Also, I coordinated quality supervision activities in the restaurant area

Bartender/Server

Cafe Ali Barcelona - Barcelona
2008 a 2009

Achievements:

- I carried out the administrative processes to carry out inventories of daily inputs and outputs of supplies in the bar area, as well as carry out the weekly requisitions of products and liquors. In this context, I coordinated the activities of the staff of bartenders, the preparation, cleaning, order, quality of service and inspection of beverages; maintaining the quality standards required for good customer service

Pool Concierge, Hotel Secret Maroma, Riviera Maya

Quintana Roo

julio 2007 a mayo 2008

Achievements:

- I was responsible for the care and service to the guest in the pool area, I worked together with the concierge team, being informed of the Check In and Check Out of the guests who stopped by the pool area. Inform about the activities of the animation area, supervise the cleaning of the pool area and participate in the logistics of the activities of the animation area, having knowledge of reception processes and buttons, always complying with high quality standards in the service.

Animation Instructor

Hotel The Royal - Cancun Quintana Roo

febrero 2006 a abril 2007

Achievements: • Participated in conjunction with the animation and sports team in the entertainment activities for the guest, both in the pool area and on the beach, the lobby, the games room and the theater, in which I organized and carried out daily activities guided by the daily program of activities, among which I taught yoga classes, kayak tour, bicycle tour, water aerobics, beach volleyball and water volley, recreational games around the pool, classes to make bracelets, classes of gastronomy, among others.

Sales Representative

TGZ, Chiapas - Tuxtla Gutiérrez, Chis.

febrero 2003 a diciembre 2005

Achievements:

I carried out the work of the promotion and sale of medical packages in the entire market of hospitals and medical offices, guiding me through a daily work plan, in which I coordinated and organized weekly my work roll and places to visit, keeping track of all the potential customers, and an inventory of data of each one with personal information for which I gave them a frequent service, I sent courtesies on their birthdays and important dates, achieving a considerable sales increase.

Educación y formación

Bachelor's en Hospitality and tourism

Fray Bartolomé de las Casas - Tuxtla Gutiérrez, Chis.

agosto 2001 a marzo 2005

Diploma en service engineering

Hospitality - Quintana Roo

octubre 2004

Tabc certificate

Diploma en Quality in the Service

Camara de restaurantes de Mexico - Chiapas

Habilidades y conocimientos

Sales (10 o más años), Customer Service (10 o más años), Receptionist (3 años), Server (8 años), Microsoft Office (10 o más años), Internet Research (10 o más años)

Certificaciones/Licencias

TABC

Food Handler

noviembre 2018 a noviembre 2019