

Marcelo García Díaz

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Providencia

Santiago de Chile

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Email: marcelogarciadiaz@gmail.com

Nationality: Chilean

Education:

1994 -1997 Translation and Simultaneous Interpretation (English/Spanish), INLECAP Institute, Santiago, Chile

Working Experience:

AIEP Professional Institute

Freelance Teacher and Trainer in AIEP Institute: March 2017 – December 2019.

UPS Worldwide Services

Sales Account Executive: April 2013 – July 2016.

Customer Service Executive: May 2011 – March 2013.

- To assist in the international shipping
- To find new business opportunities
- To keep in touch with others company partners all over the world.

Crowne Plaza Santiago Hotel

Front Desk Clerk: November 2005 – April 2011

- Handle Guest check in efficiently in a professional manner.
- Night Audit Management at the weekends checking of all the business transactions and monitoring employees.
- Practice gracious hospitality is friendly and helpful to Managers and fellow associates.
- Follows Savvy Service check in procedure efficiently.
- Handles check outs efficiently in a professional manner, having thorough knowledge of all check out procedures.
- Work flexible hours on shift basis.

- Do to the nature of our business understand that work schedules and demands of the position vary from time to time.
- Have knowledge of Hotel rates, packages, discounts and Vouchers.
- Adhere to the Hotel credit policies and cash handling procedures.

Santiago Marriott Hotel

Business Center Clerk: 2004

- Providing timely and accurate information to guests upon request including handling guest messages, mail packages, information on
- local activities, confirmation of flight tickets, arranging transportation, arranging sightseeing trips etc. Fax and Internet service.

At Your Service Agent: June 2002 – March 2004

- To assist in the service of Room Service.
- To take care about the wake up calls.
- To assist in the use of wi-fi internet
- To take care about the laundry pick up and washing service.

Courses Approved at Santiago Marriott:
Empowerment, Marriott Rewards, Essential Skills, Service Excellence among others.

Languages Fluent in Spanish and English.

Computer Skills SAP, Fidelio, Opera, Microsoft Applications such as Word and Excel, Micros, Internet.

References:

Boris Caffi

Customer Service Supervisor in DSV Transport and Logistics.

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Profesional de la Hospitalidad

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