

ESTEFANI MARTINEZ

Carlsbad, NM 88220

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Experienced with customer service and able to affront any situation.

Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment.

Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.

Work Experience

Receptionist

Hyatt House - Carlsbad, NM

September 2021 to January 2022

Scheduled and confirmed reservations.

Screened and verified visitors for identification credentials.

Answered and directed incoming calls using multi-line telephone system.

Handled payment processing and provided guests with receipts and proper bills and change.

Greeted incoming guest and verified paperwork to manage smooth intake processes.

Welcomed large volume of guests and improved overall customer service.

Explained policies and procedures to guests.

Waitress

El Sazón - Carlsbad, NM

August 2019 to April 2020

Greeted customers, answered questions and recommended specials to increase profits.

Communicated with kitchen staff to stay updated on item availability and customer wait times.

Addressed concerns quickly to improve customer experience and escalated issues to management for resolution when necessary.

Handled food safely and kept spaces clean to protect customers from foodborne illness and maintain proper sanitation.

Presented menus to patrons to answer questions about menu items and make recommendations.

Verified guest satisfaction with meals and suggested additional items to increase restaurant sales.

Cashier

El Buchon - Carlsbad, NM

February 2019 to June 2019

Collected payments and provided accurate change.

Worked closely with front-end staff to assist customers.

Processed sales transactions to prevent long customer wait times.

Accepted cash and credit card payments, issued receipts and provided change.

Learned roles of other departments to provide coverage and keep store operational.

Education

GED Diploma

June 2022

Skills

- Bilingual Great Communication
Flexible Strong Problem Solving
Work Ethic Typing 40 words per min
Multitasking Multi-line phone operation
Highly Organized Microsoft Word, Power Point, Outlook, Excel

Languages

- Spanish - Expert

Certifications and Licenses

Driver's License