

SILVIA FERNANDA FLOREZ MORENO

3/1 Brown Rd maroubra 2035 NSW - 0404659138 - silvifflorez710@gmail.com

Professional summary

Knowledgeable and dedicated customer service professional with extensive experience in hospitality industry. Positive demeanour and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. I'm an international student willing to work and learn.

Skills

- Trash Waste and Removal
 - Supply Replenishment
 - Guest Room Confidentiality
 - Inventory and Supply Control
 - Hospitality Industry
 - Guest Service and Support
 - Cleaning and Maintenance
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Work experience

Customer Service Assistant | Obleas Floridablanca

Colombia - January 2017 - April 2022

- Promoted available products and services to customers during service.
 - Maintained clean and orderly checkout areas by mopping floors, emptying trash cans and wiping down surfaces.
 - Collaborated with staff members to enhance customer service experience and exceed team goals through effective client satisfaction rates.
 - Cleared dishes, trays and carts from rooms with discretion and professionalism.
 - Delivered food, condiments and silverware to guest rooms to fulfill guest orders.
 - Restocked supplies to keep team efficient and ready for guests' orders.
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Education

- **Psychology - Universidad de Investigacion y Desarrollo- 2021**
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lenguanges

Spanish: Native.

English: Basic intermediate - B1