



MIGUEL
Foto Profesional

Miguel Antonio Santos Cruz

Front Office Agent | Entry Level

+1 (829) 555-0614 · miguel@email.com · Bavaro, Punta Cana

Available Immediately · Own Transportation · Passport Valid

LANGUAGES

Spanish — Native

English — Advanced

French — Basic

TECHNICAL SKILLS

Opera PMS

Microsoft Office Suite

Hotel PMS Systems

Reservation Software

Point of Sale Systems

Cash & Card Processing

SOFT SKILLS

Guest Service Excellence

Bilingual Communication

Problem Resolution

Team Collaboration

Attention to Detail

Conflict Management

Time Management

EDUCATION

Technical Degree

Tourism & Hotel Mgmt

INFOTEP Punta Cana

Graduated: 2024

High School Diploma

Liceo Bavaro — 2016

CERTIFICATIONS

INFOTEP Front Office

Opera PMS Basic — 2024

Guest Service Excellence

Bilingual Hospitality

First Aid & CPR

PERSONAL INFO

Nationality: Dominican

DOB: 15 Mar 1998

Marital Status: Single

Driver License: Valid

PERSONAL INFORMATION

Nationality: Dominican

Date of Birth: 15 Mar 1998

Marital Status: Single

Driver License: Valid

ID / Cedula: 001-1998234-5

CAREER OBJECTIVE

Motivated and bilingual front office professional seeking an entry-level position at a leading Punta Cana resort. Committed to delivering exceptional guest experiences backed by hands-on Opera PMS training and a Technical Degree in Tourism and Hotel Management from INFOTEP. Eager to grow within a world-class hospitality team and contribute to outstanding service standards.

WORK EXPERIENCE

Front Office Intern

Riu Palace Bavaro · Jun – Dec 2024

- Processed check-in and check-out for 200+ guests daily.
- Managed reservations and billing in Opera PMS system.
- Delivered bilingual guest service in Spanish and English.
- Handled cash and card transactions with zero discrepancies.
- Assisted concierge team with tours, transport and excursions.
- Resolved guest complaints maintaining 95% satisfaction rate.
- Coordinated with housekeeping for room-ready notifications.

Guest Service Assistant

Barcelo Bavaro Palace · Jan – May 2023

- Supported front desk operations during peak tourist season.
- Upsold room upgrades generating \$3,200 in one month.
- Greeted and assisted 150+ guests per shift with warmth.
- Maintained lobby presentation and information displays.
- Trained 2 new team members on check-in procedures.

ADDITIONAL INFORMATION

- Flexible availability: morning, evening and overnight shifts
- Valid national ID, passport and clean driving record
- Currently enrolled in advanced English conversation course
- Strong team player consistently praised for positive attitude
- References from Riu Palace Bavaro available upon request