PERSONAL INFORMATION

DANIEL FERNANDO ZORNOSA

Bogotá, Colombia

Sex Male | Date of birth 06/13/2001 | Nationality Colombian

PROFESSIONAL OBJECTIVES

I am eager to contribute my solid background in customer service and strong organizational abilities to deliver an exceptional guest experience as a Front Desk Agent. I strive to create a warm and welcoming environment, efficiently manage front desk operations, and resolve guest inquiries with professionalism, empathy, and attention to detail. My goal is to continue growing within the hospitality industry while ensuring that every guest feels valued and cared for from arrival to departure.

JOB APPLIED FOR
POSITION PREFERRED JOB
STUDIES APPLIED FOR
PERSONAL STATEMENT

RECEPTIONIST

WORK EXPERIENCE

November 2022 – Present

Customer Service Agent
Foundever (formerly Sitel) - Bogotá

- Managed diverse customer service inquiries, ensuring seamless support in logistics and delivery processes.
- Solved logistics and order-related issues, improving satisfaction rates.
- Maintained professionalism and empathy in all customer interactions.

May 2022 – November 2022

Front Desk Agent (Internship)
Hotel Chef Ricardo - Villa De Leyv**a**

- Welcomed guests, managed reservations, and supported front desk operations.
- Delivered high-quality service in a fast-paced hospitality environment.
- Handled guest inquiries and resolved issues promptly to ensure satisfaction.

EDUCATION

Finance and Business Administration
Universidad El Bosque
Bogotá
January 2022 – 2025

Finance and Business Administration
Universidad El Bosque
Bogotá
January 2022 – 2025

TRAINING

Año - Nombre del curso o entrenamiento
Institución donde se realiza el curso o entrenamiento
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PERSONAL SKILLS

Mother tongue(s) SPANISH

OTHER LANGUAGE(S)

ENGLISH

UNDERSTANDING		SPEAKING		WRITING
Listening	Reading	Spoken interaction	Spoken production	
C1	C1	C1	C1	C1

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user
Common European Framework of Reference for Languages

Communication skills

- Strong interpersonal and active listening abilities.
- Clear and professional communication with guests and colleagues.

Organisational / managerial skills

- Coordinating front desk operations effectively.
- Time management and multitasking in fast-paced environments.

Job-related skills

- Guest relations and problem resolution.
- Reservation management and check-in/check-out procedures.
- Knowledge of hospitality standards and protocols.

Computer Skills

- Familiar with hotel reservation systems.
- Confident in using databases and online platforms.

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