PERSONAL INFORMATION

Ivonne Anaí Rangel González

Sex Female | Date of birth 10/11/1995 | Nationality Mexican

PROFESSIONAL OBJECTIVES

Experienced tourism professional with a background in cruise ships, seeking a Front Desk role to provide high-quality service in a fast-paced, multicultural environment.

JOB APPLIED FOR POSITION PREFERRED JOB STUDIES APPLIED FOR PERSONAL STATEMENT

Front desk

WORK EXPERIENCE

05/2022- 02/2026

Guest services and senior photographer

Royal Caribbean International.
Florida, United States

- To assist international and domestic guests with the everyday activities on board maintaining guest relation standards and ensuring maximum guest satisfaction.
- Delivered high-quality photography services to international guests in a dynamic hospitality environment
- Handle guest issues or concerns, record relevant details into the shipboard capturing database, and ensure timely resolution and guest follow-up.

09/2020-03/2021

Public relations and sales

Planet English, Querétaro

- Contact potential clients.
- To advise clients in a real and objective way regarding their needs.
- Carry out promotional activities to attract new customers.

EDUCATION

TERTIARY EDUCATION

Liceo Estudios Superiores
Licenciatura en Ciencias de la comunicación
Querétaro, México
2015-2019

SECONDARY EDUCATION

- SENIOR HIGH SCHOOL

Fray Luis de León, Querétaro, México 2011-2014

- JUNIOR HIGH SCHOOL

Andrés Balvanera, Querétaro, México 2008-2011

ELEMENTARY EDUCATION

Octavio Paz, Querétaro, México. 2002-2008

europass Curriculum Vitae

Ivonne Anaí Rangel González

TRAINING

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

PERSONAL SKILLS

Mother tongue(s) SPANISH

OTHER LANGUAGE(S)

ENGLISH	B2	B1	C1	C1

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

Communication skills
- Empathy
- Patience to listen
- Confident speaking

Organizational / managerial skills
- Leadership
- initiative
- Fast learning

Job-related skills
- Dispute resolution
- Adaptability
- Teamwork

Computer Skills
- Windows office
- Windows PowerPoint
- Marketing and social media