PERSONAL INFORMATION

Jonathan Baquero Rodriguez

Calle 200#12-528 - Bucaramanga - 68004

Sex Male | Date of birth 04/11/1998 | Nationality Colombian

PROFESSIONAL OBJECTIVES

To be part of a growing team in Malta's hospitality sector, performing with excellence in roles such as Waiter, Runner, Room Attendant, Cleaning, and Customer Service.
To grow alongside the hotel by contributing operational proactivity and, when necessary, applying my technical skills in systems to optimize processes and resolve technological issues that support the team's work.

JOB APPLIED FOR

Waiter, Room Attendant, Public Area Attendants, Runner, Cleaning, and Customer Service.

POSITION PREFERRED

JOB STUDIES APPLIED FOR

Just if needed provide additional support in areas such as data analysis or web improvements.

PERSONAL STATEMENT

WORK EXPERIENCE

January 2015 - January 2018

Customer service and cleaning

" Prin´s Beauty Salon" – Barrancabermeja

- Providing basic customer service (welcoming guests, offering drinks, assisting with luggage)
- Cleaning and maintaining rooms
- Ensuring all spaces are kept clean and organized

July 2018 – January 2019

Public Area Attendants

"La chingada Bar"- Barrancabermeja

- Waiter
- Public Area Attendants
- Customer Service.

November 2024 – January 2026

Customer service

" Buen dia Hotel" – Barrancabermeja

- Customer Service
- Waiter
- Public área attendants

EDUCATION

TERTIARY EDUCATION

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Pontificia Bolivariana Unversity
Systems and IT engineer
Bucaramanga-Colombia
2019 - 2023

SECONDARY EDUCATION

- SENIOR HIGH SCHOOL

Chester Palmer School, Barrancabermeja- Colombia, 2010 - 2014

- JUNIOR HIGH SCHOOL

Chester Palmer School, Barrancabermeja- Colombia, 2006 -2010

ELEMENTARY EDUCATION

Chester Palmer School, Barrancabermeja- Colombia, 2002 -2006

TRAINING

2017 – Customer service
Prin´s
.

PERSONAL SKILLS

Mother tongue(s): Spanish

OTHER LANGUAGE(S)

ENGLISH

UNDERSTANDING B2		SPEAKING B1+		WRITING B2
Listening B2	Reading B2	Spoken interaction B1+	Spoken production B1+	

Common European Framework of Reference for Languages

Communication skills

- Active Problem Listening
- Guest Relations
- Support

Organisational / managerial skills

- Proactive Task Prioritization
- Inventory Management
- Operational Workflow Support

Job-related skills

- **Waiter**
- Customer Service
- Cleaning
- Multitasking and teamwork

Computer Skills

- Data Analyst
- Programming/WebPage/**Artificial intelligence** for marketing
- Excel

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