Personal Information

Greysel Aponte

Sex: Female Date of birth: 14/02/1997 Nationality: Dominican

Professional Objetives

Obtain a position in the Front Desk area where I can contribute my knowledge and work experience, achieve the company's overall goals, and grow personally and professionally in an international environment.

Job Applied For

Hospitality Progam in Malta

Preferred Position

Front Office / Guest Relations

Work Experience

Arajet Airlines / Santo Domingo

Cabin Crew / Aug 2023 - Present

In charge to implement the safety and security procedures on board. This Includes ensuring passangers safety and providing excellent experience by assisting them with their needs.

- Handling of emergencies and critical situations.
- Food and beverage sales.
- Team Work.

Falcons Resort By Melia / Punta Cana

Business Analyst / Nov 2020 - Aug 2023

Provide comprehensive support to Vacation Club members.

- Reservations and budgets.
- Collections and complaints.
- Administrative tasks.

Arrival Hostess / Nov 2019 - Nov 2020

Warmly welcoming each guest and guiding them through check-in while considering their membership type.

- Receive all Members.
- Guide them through Check-in.
- Administrative tasks.

Grand Palladium Pallace Resort and Spa / Punta Cana
Front Desk Receptionist / Jan 2017 - Apr 2019

- Acted as the main point of contact for guests, efficiently addressing inquiries and resolving complaints with professionalism and promptness.
- Check In & Check Out. General assistance, Collection work, room availability management and upgrade sales.
- Reservation Systems: Prestige & Opera.

Education

Tertiary Education

UFHEC University, La Romana
2015 - 2019

Bachelor's Degree in Tourism Business Administration

Secondary Education

Liceo Gaston Fernando Deligne, San Pedro de Macoris
2010 - 2014

Senior High School

Trainings

- Operational Safety Management System 2023, 2024, 2025.
- Tutor Training 2018.
- Designing Positive Guest Experiences 2018.

Personal Skills

- Adaptability
- Team work
- Effective Communication
- Attention to Detail
- Solving-problem resolution
- Passionate about learning

Mother Tounge

Spanish

Other Languages

- English / Level: B1/B2
- Portuguese / Level: C1/C2