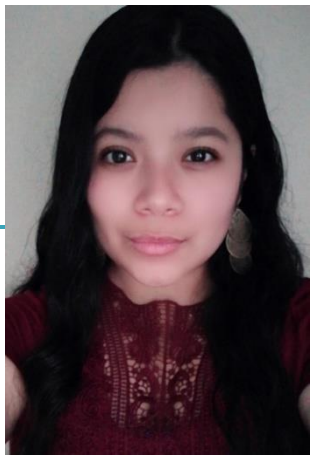

Denisse Dayana Cuasapaz Morales

San Bartolo, Quito-Ecuador

General information

- Marital status: Single
- Female gender

Personal description

I am a professional in tourism with 4 years of experience in customer service within the area of hotels and tourist guidance. I am a sociable person and willing to always help others. I take on challenges that I can achieve and I like to create experiences that make customers happy. I can let myself be guided and orientated; I like to support other people who need my knowledge. I am honest, I learn quickly and I adapt to the work environment, I listen and can optimally handle a lot of work, and teamwork has become my strength.

Education Certifications

Secondary

BACHELOR OF SCIENCE | 2016| QUITUMBE EXPERIMENTAL MUNICIPAL EDUCATIONAL UNIT

Undergraduate

DEGREE IN ECOTOURISM AND NATIONAL TOURISM GUIDE | 2021 | PONTIFICAL CATHOLIC UNIVERSITY OF ECUADOR

PROFESSIONAL STUDIES DEGREE WITH EMPHASIS ON BUSINESS & LEADERSHIP SKILLS,HOSPITALITY & TOURISM, AND HUMAN RESOURCES MANAGEMENT | 2023 | BRIGHAM YOUNG UNIVERSITY-IDAHO

Languages

SPANISH| NATIVE

ENGLISH| CERTIFICATE B2 | PONTIFICAL CATHOLIC UNIVERSITY OF ECUADOR

Certifications

- **Theme: Program teaching life skills, English, algebra.**
  Institution: BYU Pathway
  Connect280 hours, Certificate
- Theme: Tourism entrepreneurship symposium.
  Institution: Polylepis Lodge
  10 hours, Certification
- Theme: Rapid prototyping and digital manufacturing workshop
  Institution: Polylepis Lab

10 hours, Certification

- Theme: Tourist Experiences Seminar
  Institution: PUCE School of Hospitality and Tourism
  20 hours, Certificate
- Theme: Climate change: from learning to action.
  Institution: United Nations Institute for Training and Research.
  10 hours, Certification
- Theme: Sustainable tourism practices
  Institution: Ministry of tourism and sports of Argentina
  30 hours, Certification
- Theme: Introduction to sustainability
  Institution: University of Illinois
  27 hours, Certificate
- Theme: Responsible Tourism and Gender
  Institution: Ministry of tourism and sports of Argentina
  30 hours, Certification
- Theme: Notions of Hygiene and Safety for Tourism Activities
  Institution: Ministry of tourism and sports of Argentina
  30 hours, Certification
- Theme: The Coordinator as a Generator of Responsible Travel Experiences Students
  Institution: Ministry of tourism and sports of Argentina
  30 hours, Certification
- Theme: Food and Beverage Biosecurity
  Institution: Ministry of tourism Ecuador
  40 hours, Certification
- Theme: Tourism Accessibility
  Institution: Ministry of tourism and sports of Argentina
  30 hours, Certification
- Theme: Cost analysis for tourism establishments
  Institution: Ministry of tourism Ecuador
  40 hours, Certification
- Theme: Tourism business innovation
  Institution: Ministry of tourism Ecuador
  40 hours, Certification
- Theme: Management of Social Networks in establishments and tourist destinations
  Institution: Ministry of tourism Ecuador
  40 hours, Certification
- Theme: Food Safety
  Institution: Ministry of tourism Ecuador
  40 hours, Certification
- Theme: Commercial management through Online Travel Agency - OTA
  Institution: Ministry of tourism Ecuador
  40 hours, Certification
- Theme: Digital Marketing Fundamentals
  Institution: Google, Google Activate.
  40 hours, Certification
- **Theme: Hospitality & Tourism management**

Institution: BRIGHAM YOUNG UNIVERSITY-IDAHO
Third level certificate

- **Theme: Human resources management**
  Institution: BRIGHAM YOUNG UNIVERSITYIDAHO
  Third Level Certificate/Foreign

Skills and abilities

- Advanced computer skills Microsoft Office, Microsoft Excel, Microsoft Word, SPSS, Microsoft Power Point, ArcGis and Social Networks.
- Knowledge in Booking reservations, entry of invoices in the Datil Billing program, Google Drive for organization of the daily book in reservations, staff schedules, etc.
- I can make decisions; I am good working in a team. I am a person with perseverance to obtain the desired results, I have good communication skills, both verbal and written.
- I am passionate about the work that I am entrusted to carry out, I like to know and have extensive experience in the subject that is being handled.
- NewHotel, PMS for restaurants and Datafast system.

Experience

CALL CENTER- CUSTOMER SERVICE | PUBLICITAS ADVERTISING AGENCY | JUN 2017 – JAN 2018

- Customer service, call center service, coordination andconfirmation of appointments, agendacontrol and contact management. Multifunctional answer calls, inventory of contacts, creation of future appointments, creation of updated lists and agendas, personalized customer service.

Direct manger Katherine Peralvo

katerineperal.a@gmail.com

CUSTOMER SUPPORT | CYBER SPACE | AUG 2018 – JAN 2019

- Customer service, control of machines in service, interaction with the client, guide and help in computers and money transaction (time of payment of the service). I work after the computer following up on the computers that provide the service and customer service at the time of payment for the service provided.

Direct manager Ligia Zaldumbide

023464774 / Lishiguzalpa8@gamil.com

INTER | AGUA BLANCA COMMUNITY | APR – AUG 2019

- Guide tourist groups in the museum and in the course of the trip to the sulfur lagoon, carry out the inventory of tourist entry. Guide the tourists, fill out the guestbook and oversee the ticket count by tourist. Certificate.

Direct manager Paul Martínez

0994434864 / info@comunidadaguablanca.com

INTERN | PONTIFICAL CATHOLIC UNIVERSITY OF ECUADOR - SCHOOL OF HOSPITALITY AND TOURISM. | FEB – APR 2020

- Responsible for issuing letters for internships, internship certificates, assignment of physical and digital Kardex, filing documents, making agreements with institutions or companies, arranging appointments for students.

ADMINISTRATIVE ASSISTANT | ELECTRICAL AND ELECTRONIC MAINTENANCE | AUG 2019 – NOV 2021

· In charge of delivering information on values of services, labor, material, etc. Make quotes and billing of the services provided autonomously. Management of daily agenda, calls, emails, fax, customer service, contact with suppliers, etc.

Narciza Morales
0994919592/ecuasapaz1711@hotmail.com

RECEPTIONIST-FRONT OFFICE/ADMINISTRATIVE ASSITANT | SEPTIMO PARAISO | NOV 2021- JUN 2022.

- In charge of check-in and check-out of guests, making reservations through OTA's like Booking and Expedia, direct reservations, etc. Respond to requests, complaints and doubts from guests. Provide tourist information. Oversee the organization of the agenda.
- Keeping accounting, daily book and cashier of the hotel. Answer calls and email from tourist agencies, contact and control of direct reservations and through third parties within the hotel system.
- In charge of the hotel boutique, sales, inventory and promotions. Advising all the guest about our products and their story.

Veronica Espinosa
0997783977

RECEPTIONIST-FRONT OFFICE / NIGHT AUDIT | HOTEL MAMA CUCHARA| JUL-NOV 2022

- Responsible for check-in and check-out of guests, making reservations through OTA's like Booking, Expedia, direct Web, etc. Respond to requests, complaints and doubts from guests. Provide tourist information. Oversee the organization of the agenda.
- In charge of the hotel boutique, sales, inventory and promotions. Advising all the guest about our products and their story.
- Answer calls and answer emails from tourist agencies, contact and control of direct reservations and through third parties within the hotel system.
- Billing entry and use of the NewHotel system, closing of restaurant and hotel. Use of datafast and balance of the daily book, accounting reports, etc.
- Night audit and entry of invoices for daily balance sheet, audit of rooms and restaurant facilities.

stayuio@arthotelsecuador.com

OPERATION ASSITANT | COLUMBUS TRAVEL ECUADOR | JAN 2023

· Manage all aspects of travel operations including reservations, ticketing, travel coordination and customer support.
· Handle tour assignments. Overall control over day-to-day operations.
· Process daily administrative tasks related to sales, such as sending brochures and printing, compiling and sending travel documents to our clients.
· Creation of quotes, travel programs through the WETUS app.
· Generation of hotel, restaurant, and cruise reservations in the SAT app.
· Control of processes prior to the trip.

· 0984653906

PASSENGER SERVICE AGENT /LATAM-JETBLUE | SWISSPORT-EMSA | APR 2023- NOV 2023

· In charge of receiving clients at the airport, carrying out their check-in and subsequent boarding, giving them their flight information in a clear and timely manner.
· Receive and inform the passenger in the airport hall. Saber system management.
· Verify the passenger's reservation and issue the boarding pass.
· Receive and weigh luggage, according to the Company's regulations.
· Control the boarding of passengers.
· Receive arrival flights.
·Check the special needs for disembarkation and provide the cabin crew with the relevant information regarding the passengers on board.

· (02) 395-7470

INTERNATIONAL OPERATIONS | GLOBAL EXPEDIITONS | DIC 2023- APR 2024

· Manage all aspects of travel operations, including travel coordination and customer service.
· Air routes creation, quotation, promotion, purchase, and issuance of air tickets.
· Manage tourist assignments. General control over day-to-day operations.
· Process daily administrative tasks related to sales, such as sending vouchers and printing, collecting, and sending travel documents to clients.
· Creation of quotes, travel programs, and tourism advice.
· Generation of hotel, restaurant, and transportation reservations in OTAs.
· Control of processes and development before and during the trip.

· 0999848198

ADMINISTRATIVE ASSISTANT | JARDIN ALADO-MATEUS FUNDATIO | MAY – OCT 2024

· In charge of delivering information on values of services, labor, material, etc. Make quotes and billing of the services provided autonomously. Management of daily agenda, calls, emails, fax, customer service, contact with suppliers, etc.

· 0999698581

FRONT OFFICE AGENT/NIGHT AUDIT | THE BELLEVUE HOTEL-Highgate| NOV 2024 -NOV 2025

- Responsible for check-in and check-out of guests, making reservations through OTA's like Booking, Expedia, direct Web, etc. Respond to requests, complaints and doubts from guests. Provide tourist information. Oversee the organization of the agenda.
- In charge of the hotel inventory and promotions. Advising all the guest about our products and their story.
- Answer calls and answer emails from tourist agencies, contact and control of direct reservations and through third parties within the hotel system.
- Billing entry and use of the Opera and Colleague (Hyatt) system, closing of restaurant and hotel. Balance of the daily book, accounting reports, etc.
- Night audit and entry of invoices for daily balance sheet, audit of rooms and restaurant facilities.

- +1 215-893-1234