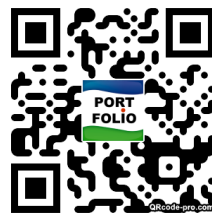


MARCIAL CUESTA NAJERA

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HIGHLIGHTS

- **Assisted** in training my classmates on the tourism booking apps, such as Sabre and Amadeus.
- Created **great moments** and caught audience's attention by creating unique and creative presentations.
- **Improved sales** by providing remarkable customer service and advising clients of the company's products.
- Created an Excel tool that **improved** the store's **accounting** management and the store's input and output tracking.

RELEVANT SKILLS AND ACCOMPLISHMENTS

Sales and Promotions:

- **TICO** Certification T766973-1.
- **Amadeus** Certification Examination with Distinction and experienced in **Sabre**.
- Formidable **computers skills**; able to learn new technologies quickly.
- Experienced using **POS systems** and performing cash, credit and debit transactions.
- Complete and remarkable **knowledge** of every product in places where I have been working.
- **Supported customer** undecided with store's products and **answer inquiries** from customers.
- **Fast learner** of products and customer's needs.

Communication Skills:

- Proficiency in **Spanish** and **English**.
- Experience in **customer care** and strong sales background.
- Exceled in **multicultural environment**; **proactive nature** and able to accept feedback and act on it.

Time Management:

- Proven ability to work in **fast-paced** and **multitasking** environments both in team and independently.
- Strong ability to **problem solve**, **deadline** driven and ability to **prioritize** with constantly changing demands
- Strong **organizational skills** and high level of attention to **detail** and **accuracy**.

EXPERIENCE

- Travel Agent (Placement)** – Travelpoint Enterprises Inc. **May to July 2017**
- Research all inclusive package information and pricing.
 - Contact suppliers to clarify the flight details such as meals, seats, etcetera.
 - Computing/IT support
- Server** – Mucho Burrito Mexican Fresh Food, First Canadian Place **2015**
- Help elaborate daily's "mise en place," and attend to customers.
 - Closing duties and lock the main doors.
- Bartender/Bar-back** – The Burlington Arms, London, UK **2014**
- Prepare and serve drinks and beverages to patrons and take food orders.
 - Clean and sanitize bar and equipment and replenish supplies; maintain glassware, ice and beer barrels.

EDUCATION

- Seneca College – Tourism Management **2017**
- Radical Bartender School – Bartender Certificate **2014 - Spain**
- University of Salamanca – Criminology **2006 - Spain**