Angela Amorocho

2100 Rue Saint- Urbain H2X 4E1 Montréal, QC
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Summary of qualifications

- Over 2 months of customer service experience
- Excellent communication skills in english, french and spanish
- Experience in the tourism industry
- Computer softwares knowledge

Special Skills

- Responsible
- Hard worker
- Creative
- Resourceful
- Professional
- Amiable
- passionate
- Multilingual
- Team work
- Customer service
- approachable

Technical Expertise

- MS office: Word, Excel and power point
- Other: Adobe Suite

Professional Expertise

- **Information and Baggage Agent** May- October 2016

  SDC Vieux-Montréal

  -Welcome cruise tourist arriving in Montreal
  -Give information and directions about tourist attractions in the city
  -Suggest restaurants, boutiques and places of interest
  -Keep tourist baggage for the duration of their stay in Montreal

- **Tourist Guide** June- August 2016

  Amphibus Tours

  -Give relevant information about the history and culture of Montreal
  - Answer to any question and give
  -Direct customers to must see things in the city
  -Inform customers about schedules, prices and promotions on the tour

- **Customer Service Representative** September- October 2014

  Joseph Élie-Petro Canada

Education

- **DEC in Tourism techniques**

  Collège Lasalle Montréal, QC 2015-2018