

Laura Isabel Hernandez Gonzalez

Montreal, Quebec

514-560-0729

Laurisahernandez29@gmail.com

LANGUAGES: English, French, Spanish

PROFESSIONAL SKILLS

- Sens of leadership
- Ability of communication
- Planning and Organizing
- Stress Tolerance

EXPERIENCE

2014-2017 Masala (Ecole de cuisine & Restaurant), Montréal, QC

Waitress/Hostess

- * Serve food and/or beverages; prepare and serve specialty dishes at tables as required.
- * Greet, seat the clients and answer the phone to take reservations or to-go orders
- * Collect payments from customers.
- * Take orders on order slips, memorize orders, and enter orders for transmittal to kitchen staff.
- * Set up dining rooms and make reservation arrangements

2012-2013 Teleperformance (Full time). Colombia, Bogota

Customer service Agent / Supervisor/ Team Leader

- * Identify and assess customers' needs to achieve satisfaction
- * Motivate and provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- * Prepare and coordinate different activities/events within the company.
- * Responsible for leading a team within the company (Mentor/supervisor).
- * Report and monitor the process to have a better customer service.

2011 Jewelry MH (Full time) Colombia, Bogota

Sales Person

- * Advises and promote sales by providing information on products and offering suggestions
- * Processes payments by totaling purchases; processing checks, cash, and store or other credit cards.
- * Responsible for ensuring store appearance all the time.
- * Stay informed of the store policies, procedures, and promotions

2011 La Chapolera (Full time) Colombia, Bogota

Waitress/Cashier

- * Responsible for payment of all incoming invoices.
- * Responsible for inventory count and purchasing.
- * Answering client inquiries as needed.
- * Serving/cleaning tables.

2010 Aviation Industry Corporation Colombian (Full time) .Colombia, Bogota

Assistant for the CEO

- * General administrative tasks (photocopying, faxes, mail, etc.)
- * Preparation of documents, proposals and presentations.
- * Brochures and Publicity (marketing)
- * Prepare itinerary and travel expense reports
- * Organization of company events.

COMPUTER SKILLS: Microsoft Office (Microsoft Word, Excel, Power Point), Microsoft Outlook, Windows XP, Windows 98, Windows Vista, Windows 8, the Internet

VOLUNTEERING:

Salon International Tourisme Voyages 26ieme Edition.24-26 Octobre 2014. Montréal QC

Hostess

- * Organize a registration desk
- * Distribute conference preliminary programme

EDUCATION:

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| * LaSalle College, DEC Tourism Techniques
Montreal, Quebec (2014- 2017) | * SENA National Service for Learning, Industrial
Chemistry
Bogota, Colombia, (2011) |
| * Aeronautical Institute of Colombia,
Flight Attendant
Bogota, Colombia, (2013) | * Latino Institute, Bachelor of Technical Sales
Bogota, Colombia, (2008 - 2010) |
| * College Platon, French Program
Montréal, Québec, (2011 – 2012) | * Presentation Fatima, Media Education
Bogota, Colombia, (2007 – 2010) |

****References upon request ****