

Curriculum Vitae

Guillermo Figueroa Aragón

Date of birth: 07/04/1980

Gender: Male

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Job Position: Call Center Operator

Objective:

Get a position that allows me to develop as a person, learn, and achieve goals , short and long term

Willing to relocate: No

Willing to travel: No

Areas of interest:

- Sales (Customer Service)
- Administrative (Service)
- Tourism, Hospitality and Gastronomy (Customer Service)

Professional Experience:

Company: El Sazón de Celia Business

Business : Restaurant

Position: Waiter

Entry:Date: January 2019

Departure Date: September 2019

Functions: Customer Service, Suggestive Sale, Quality Control of the product., and checking the cleanliness of the place

Company: Anúa Roma

Business: Restaurant

Position: Waiter

Entry Date: September 2018

Departure Date: January 2019

Functions: Customer Service, Suggestive Sales, Quality Control of the product. verification of the cleaning of the place, Cash Management, Reception and recruitment of new customers

Company: Juan Molletes

Type of business: Restaurant

Occupation: Waiter

Entry Date: January 2018

Departure Date: September 2018

Functions: Customer Service, Suggestive Sale, Quality Control of the product. Verification of the cleanliness of the place, Home delivery, Reception and recruitment of new customers

Company: El Museo del Jamón

Type of business: Restaurant

Position: Waiter

Entry Date: February 2017

Departure Date: December 2017

Functions: Customer Service, Suggestive Sales, Quality Control of the product. Verification of the cleanliness of the place, Promotion of new products to Nearby restaurants.

Company: La Sabina

Type of business: Restaurant

Position: Waiter

Entry Date: May 2016

Departure Date: February 2017

Functions: Customer Service, Suggestive Sales, Quality Control of the product., and verification of the cleanliness of the place

Company: 3 Condesas

Type of Business : Restaurant

Position: Waiter

Entry Date: June 2015

Departure Date: May 2016

Functions: Customer Service, Suggestive Sale, Product Quality Control. Verification of the cleanliness of the place

Company: Grupo Placeres Cotidianos Group

Business line:: Restaurant

Position: Waiter's Captain

Entry date: November 2014

Departure date: June 2015

Functions: Customer service, suggestive sales, Preparation of schedules, Assignment of Tables, Training, Elaboration of control spreadsheets, Customer care and acquisition

Company: Mexinaco

Business type: Bar

Position held: Waiter

Date: January 2014

Release date: April 2015

Functions: Customer Care, suggestive sale, inventory, new customers acquisition, and follow-up.

Company: Bellopuerto

Business type: Restaurant.

Position held: Waiter

Entry date: August 2014

Departure date: April 2015

Functions: Customer service, suggestive sale, elaboration of drinks , cashier duties.

Company: MoshiMoshi Group

Line of business: Restaurant

Position held: Cashier, Waiter, Assistant Manager, Waiter again

Entry date: January 2004

Departure date: June 2014

Functions: Considered one of the best waiters, I was promoted to Manager, but the position did not match my personal goals, so I decided to return to my previous position. I decided to leave the company to achieve new horizons and change my expectations.

Company: Kaiten Servicios SC Line of Business:

Personnel Services, Restaurant Management

Position held: Cashier, Payments and Collections

Entry Date: January 2004: January

Departure Date 2005

Functions: I went the person in charge of preparing the formats and policies for managing the cash register, as well as the cashier's manual. In addition to my role as a cashier, I began to be assigned other activities, I carried the allocation of tables, and I received customers, so I learned the basic functions of a waiter. In case the manager was not there, I would remain in charge of the place. After a year in that position, I was given the opportunity to go up to the offices as the person in charge of payments and collections. In this position, my job was to write checks for payment to suppliers, as well as payroll, and administration of some of the locations. I was in charge of the messaging, routing it and monitoring staff, I carried out Filing and Capture, reception of clients and staff, Elaboration of Invoices, and the consecutive of the checkbooks we handled, I also took care of the logistics in the shipping and receiving of raw materials for one of the businesses, .

Company: Nueva Walmart de México S de RL de CV

Line of Business :Market

Position held: Cashier, Customer Service Manager, Cashier's Supervisor

Date of entry: April 1998

Date of departure: August 2003

Functions: As a Cashier, my role was to serve to the customer, scan the items and collect the merchandise. I usually reached the "Cashier of the Month" or "Employee of the Month" awards. Being in charge of Customer services, I attended claims, made invoices, returns, attended the telephone lines, took care of the parcels, filed and filled out forms, charged merchandise, controlled the change to the cashiers. Usually few people manage to rise so quickly to a position in this company, in two years I was in the position of supervisor, so I was seen as an example to follow. As a supervisor, my job was to keep the cashiers in order, train the tellers supervise the work of my department and support the department heads, I carried out the reconciliation of the TEF, prepared schedules, filing and customer service, evaluation of the staff in my charge.

Schooling

Name of the institution: Open High School

Academic level: Open High School (Unfinished)

Start year: 2002

Other Studies

Languages: English

Skills or other knowledge (programs, packages, etc.)

- Excel Intermediate
- Customer service
- Reception
- Administrative Assistant
- Operational Management

- Restaurant Management

- Bartender

- Cashier