

Luisa Camila Viera Gutiérrez

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Education

Associates in Science Degree

Hospitality and Tourism Management

Valencia College, Orlando, FL

Expected August 2021

GPA 4.0/4.0

**Relevant
Courses**

Lodging Operations

Guest Service Management

Hospitality Human Resources Management

Hospitality Law

Marketing and Sales Hospitality

Restaurant and Food Service Management

Experience

Insurance Specialist

Eureka Virtual Services (Mojo Insurance), San Salvador, El Salvador (Virtual)

May 2020 – November 2020

- Organized, secured, and maintained all files and records in accordance with document retention and confidentiality policies and procedures.
- Addressed and resolved customer needs in accordance with company standards.
- Answered phone calls with the correct etiquette.
- Improved agency productivity by implementing effective organization systems.

Customer Service/Sales representative

The Office Gurus, San Salvador, El Salvador.

September 2018 – July 2019

- Resolved and acknowledged customers' needs and issues effectively in a fast-paced environment.

- Familiarized customers with products and services and guided on product choice.
- Maintained sales goals on target and exceeded in customer service evaluations.

**Hospitality
Community
Involvement**

Taste of Dr. Phillips

November 2019

- Collaborated with guest check-in process and provided information on event details.
- Anticipated participating restaurant's needs by providing them materials and any additional help.
- Maintained refreshment stations always filled with ice and drinks.

Downtown Food and Wine Fest at Lake Eola

February 2020

- Coordinated volunteer's tasks and stations.
- Supervised two zones to ensure the needs of volunteers and participating restaurants were met.
- Attended refreshment stations by serving and charging drinks to customers.

Arnold Palmer Golf Tournament on Bay Hill

March 2020

- Greeted every guest proactively and with enthusiasm.
- Attended VIP section by taking guests orders and serving them correctly.
- Maintained all table settings by removing courses as completed, replenishing utensils, and refilling beverages.
- Proactively anticipate Guests' needs in order to facilitate an enjoyable dining experience.

**Clubs and
Activities**

Valencia Hospitality Society (President), Valencia College

August 2019-Present

Central Florida Hotel Association (Student Member)

November 2019-Present

Network of Executive Women in Hospitality

March 2020-Present

Seneff Honors College, Valencia College

June 2020-Present

Phi Theta Kappa, Valencia College

November 2020-Present

Languages

English and Spanish

**Honors and
Awards**

President's List, Valencia College

August 2019-Present

**Network of Executive Women in Hospitality Sunshine Chapter
Scholarship**

2020 Recipient

Central Florida Hotel Association Scholarship

2020 Recipient

Seneff Honors College Scholarship

2020 Recipient