

Karina Quiroz

SPECIALIZATION IN ORGANIZATIONAL COMMUNICATION

✉ karinadenisseqm13@gmail.com

☎ +1 872-346-1558

I have been trained in different areas of communication, as well as in other work areas such as administration and customer service. I have collaborated in projects of professional practices with state organizations such as CEDIS, Comunica Inteligente Consultoría and Labrada Consultoría; also at the University of Manizalez, Colombia, an international organization, contributing my knowledge in the Organizational Comunication office "C3" in collaboration with UFM 101.1 Radio de Manizalez, and in the Observatories of Media and Opinion, carrying out an analysis of the political campaigns of 2019 in Colombia.

Experience

Barcelo Maya Riviera - Vacation Club

2021 - 2022

- Call Center - Responsible for inviting our guests to join our Vacation Club, granting them all the premium benefits of our hotel.
- Costumer Service - Addressing any doubts or issues that our guests may have within the hotel, and/or prior to their arrival. Attending to any needs that may arise, providing quality and efficient service, making their stay an unforgettable experience.
- Liner - Present information about our premium loyalty program "Barcelo Vacation Club," showcasing all the benefits it can offer them. Conclude by selling the hotel membership.

The Drunken Bean Coffee Shop & Wine Bar

2022 - 2024

- Costumer services - Responsible for taking orders from customers and delivering their dishes and drinks to the table. Addressing any inconvenience or questions they may have.
- Barista - Preparing hot and cold beverages, including various types of coffee or lattes.
- Bartender - In the restaurant, we have a cocktail area, so part of my job is to prepare cocktails and serve wines and beers that the customer orders.
- Social media management - Responsible for creating content for the Instagram social media platform, as well as its management, including posting content, writing captions, and responding to messages generated through this medium.
- Cashier - Handling customer payments, managing debit and credit cards, and proficiency in using the Toast program.

Your's Truly - Oyster Bar

2024

- Costumer service

Bar Cargo

2024

- Costumer service

Education

University of Sonora

2019

- Degree in Communication Sciences
- Specialization in Organizational Communication
- Continuous training in Diplomas, Professional Practices,
- Academic Exchanges, Social Service, among other activities.

ISU - University

- Masters in Marketing Management

2025

Skills

- Teamwork
- Costumer Service
- Work under pressure
- Active listening
- Creativity
- Solving problems
- Decision maker
- Adobe Photoshot, Illustraitor, Audition.
- Desing and development of advertisment campaigns
- Photographer