

Anthony Perez
Miami, FL 33135
Josue_02_09@hotmail.com
347.355.5653

EDUCATION

Sony Language Center
English Program,

New York, NY
September 2014

Colegio Provincia de Bolivar
High School Diploma,

Guayaquil, Ecuador
January 2010

EXPERIENCE

H&M – Hennes & Mauritz
Department Supervisor

Miami, Fl
May '17 – Present

- Exceptional customer service and interpersonal skills
- Ensure clear communication to store team on business performance, company culture, training focuses
- Identify opportunities to increase customer satisfaction and sales with the Department Manager and then execute changes accordingly
- Actively work with the Department Manager/Store Manager to support the business needs.
- Assist the management team with the training and developing of Sales Advisors on the operational side by following up on clear goals and feedback

Prime Flight Aviation Services
Customer Service Assistant

New York, NY
April '15 – May '17

- Completes activities, associated paperwork and/or computer entries related to boarding and/or deplaning passengers
- Keys passenger information into the ticketing reservation system.
- Assists passengers with reservations, ticketing, and adjustments to itinerary.
- Greets passengers and provides necessary travel and gate information.
- Keep passengers informed and makes announcements to ensure important information is communicated about their itineraries, flights and luggage
- A Coordinates with internal resources and team to ensure passenger information is processed and flights are dispatched on time

SKILLS / LANGUAGES

Languages Fluent in Spanish

Computer Proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint