

Ildefonso Andrade

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(770) 656-4782

Skills

- Excellent customer service skills
- Night Auditor experience
- Fluent in Spanish and English
- Cost control skills
- Front desk and reception experience
- Forklift experience

Professional Experience

Manager

June 2003 – June 2004

Turtle Inn (a Coppola Resort) - Placencia, Belize

- Managed everyday operations of hotel
- Set room rates and controlled expenses
- Performed accounting and purchasing duties
- Supervised hotel staff to ensure friendly and efficient customer service
- Provided personalized customer service to hotel guests

Assistant Manager

June 2000 – June 2002

Cottage Colony - Belize

- Supervised hotel staff to ensure friendly and efficient customer service
- Set room rates and managed expenses
- Provided personalized customer service to hotel guests

Night Auditor

June 1984 – June 2000

Bellevue Hotel – Belize

- Performed payroll and accounting duties for medium sized hotel
- Provided excellent customer service to guests at the reception desk
- Negotiated room rates with customers in person and over the phone
- Received reservations and entered them into the computer

Other Work History

Ticketer, BJ's Wholesale, Atlanta, GA

May 2010 – September 2010

- Stocked food on shelves, and priced items
- Performed shipping and receiving duties
- Operated forklift

Seasonal Farm Laborer

May 2005 – October 2010

- Gathered fruits and vegetables at various farms and orchards

Diesel Mechanic/Tireman, Batty Brothers Service, Belize

January 1986 - August 1998

- Fixed truck tires, balanced tires
- Repaired transmissions and water pumps
- Performed inspections and changed oil