



KEVIN CORTES

CUSTOMER SERVICE SPECIALIST - RESTAURANT AND FASHION

ABOUT ME

Friendly, service-driven, and enthusiastic hospitality professional with experience in both the fashion and restaurant industries. I love making guests feel welcome, comfortable, and valued. Known for my positive attitude, attention to detail, and ability to handle fast-paced environments with a smile. Passionate about delivering memorable guest experiences and being part of a collaborative team.

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✉ jefercort@gmail.com

📍 Dubai Marina, Dubai, UAE

WORK EXPERIENCE

Hostess

El Mero Burrito | 2021 - 2024

- Maintained cleanliness and order in the reception and dining areas following health and safety standards.
- Provided support to the service team by responding to guest inquiries and resolving basic concerns.
- Greeted and seated guests warmly, ensuring a welcoming and friendly first impression.
- Managed reservations, walk-ins, and waiting lists during peak hours with efficiency and courtesy.
- Assisted in table arrangement and menu presentation, contributing to smooth operations and customer satisfaction.

Store Manager & Sales Advisor

Belmoda Plus Size | 2019 - 2021

- Provided personalized fashion advice and styling support to plus-size women, building strong customer relationships.
- Managed daily store operations, including opening/closing procedures, inventory tracking, and merchandising.
- Trained and supervised new staff in customer service and sales techniques.
- Handled sales transactions, returns, and customer issues with professionalism and empathy.
- Created loyalty strategies that increased customer retention and satisfaction.

EDUCATION

Bachelor of Industrial Engineering

Universidad Jorge Tadeo Lozano | 2019

Customer Service Excellence and Customer Loyalty and Retention Strategies Course

Platzi

SKILLS

- Customer Service Excellence
- Client Loyalty & Retention
- Communication & Active Listening
- Teamwork & Collaboration
- Time Management & Efficiency
- Conflict Resolution Skills
- Product Knowledge & Upselling

LANGUAGES

Spanish: Native

English: B1 Intermediate (CEFR), currently improving