

# Ulises Abrego

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David, Panama

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## Receptionist / Reservation agent / Auditor .

### Hotel City Plaza & Suites | David, Panama

*Oct 2019 - Jun 2024*

- Customer service, taking reservations, managing cash, room sales.
  - Using the Zeus Hospitality System in the Reception and Audit module.
  - Managing cash, room reports, coordinating check-ins and check-outs.
  - Handling room reservations, assigning available rooms in the system.
  - Answering high volumes of calls and evaluating customer inquiries, concerns, and problems professionally and timely.
  - Maintaining an accurate record of all customer calls, queries, concerns, and requests.
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## Administrative Assistant

### Venture Panama (JVP) | Colón, Panama

*Dec 2012 - Mar 2013*

- Office work, assisting in meetings with management and project contractors.
  - Assistance to the Construction Superintendent in managing contractors responsible for building the camp, attending contractor meetings, quality inspections, meeting translations, and daily coordination meetings.
  - Collecting and filing equipment manuals and warranties.
  - Assisting the Port Superintendent in managing fuel accounts delivered and distributed at the camp and contractors, fuel transfer operations at the port, invoice filing, report preparation, and monthly balancing.
  - Responsible for proper water pumping to the camp's Water Treatment Plant (WTP).
  - Ensuring proper operation of vehicles, radios, satellite internet, and phones, maintaining daily, weekly, and monthly inspection records.
  - Filing all documentation related to the Earthmoving department.
  - Enforcing company occupational health and safety policies for contractors.
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## **Manager**

### **Popeyes Restaurant | Panama**

*Oct 2011 - Nov 2012*

- Responsible for managing and supervising the restaurant and staff.
  - Handling deposits, accounting, supplier payments, and employee payroll.
  - Efficient inventory and equipment management for the establishment.
  - Ensuring the safe and efficient operation of equipment to maximize business benefits.
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## **Casino Cashier**

### **Royal Caribbean Cruise Line | Southampton, United Kingdom**

*Apr 2009 - Nov 2010*

- Responsible for cash and currency exchanges, handling chips, credit, and notes for casino guests.
  - Greeting customers and providing information on casino services.
  - Operating electronic coin counters, exchanging chips, and currency (USD, GBP, EUR, CAD, AUD).
  - Authorizing credit card transactions, preparing balance reports for customer accounts.
  - Preparing authorization forms for slot machine refills for technicians.
  - Participating in total casino counts and verifying daily cash vault balances and system reports.
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## **Service Center Supervisor**

### **St. Georges Bank & Co. Inc. | Panama, Panama**

*Jul 2003 - Mar 2009*

- Responsible for managing and storing branch valuables.
  - Daily cash deposit audits and preparation of deposit bags.
  - Sales, approval, analysis, and preparation of credit card accounts.
  - Organizing the delivery of credit cards outside the branch with a courier service.
  - Managing certificates for issuing and redeeming promotional points for credit cards.
  - Ensuring proper use of office equipment and supplies.
  - Enforcing security procedures and guidelines set by the institution and Panama's Superintendency of Banks.
  - Attending weekly meetings with operations and marketing management.
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## **Receptionist / Cashier**

### **Riande Continental Hotel | Panama, Panama**

*Dec 1997 - Dec 2002*

- Managing hotel reception.
  - Handling cash, room reports, coordinating check-ins and check-outs.
  - Managing room reservations, assigning available rooms in the system.
  - Answering high volumes of calls, evaluating customer inquiries, concerns, and problems professionally and timely.
  - Maintaining an accurate record of all customer calls, queries, concerns, and requests.
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## **EDUCATION**

### **Bachelor's in English (II year)**

*Universidad de Panamá | Panama, Panama*

- Administration courses (ongoing)
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## **OTHER COURSES:**

- Customer Service
  - Exceptional Customer Service
  - Communication and Integration
  - Team-building Workshop
  - Anti-money Laundering and Counter-terrorism Financing
  - Updates on Detecting Counterfeit US Dollars and the New Currency Color
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## **LANGUAGES:**

- **English:** Fluent
  - **Spanish:** Fluent
  - **Portuguese:** Conversational
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## **OTHER SKILLS & CERTIFICATIONS:**

- **STCW95 Certification**