

## **Yosue Cortez**

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### **Executive Summary:**

A top performing leader in the hotel and theme park hospitality industry, I've achieved a proven track record in managing high-stress environments and maintaining exemplary employee engagement through in-depth training and leadership development. I am a very versatile, prolific learner that can effectively assist with the team development, guest satisfaction, and effectively lead teams to achieve set goals.

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### **Education:**

#### **Valencia Community College (2012-2016)**

- Associates Degree
- Honours program
- Dean's List Summer 2014

#### **University of Central Florida (2017-Current)**

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## **Work History:**

### **Night Auditor/Front Desk Agent**

*Orange Lake Resort Club Vacations – Kissimmee Florida*

*March 2015- September 2015*

- Contacting Housekeeping for housekeeping runs on property.
- Running reports throughout the nights, making sure they are done in a timely matter.
- Assuring that all guests that were checked in received their proper packets and information.
- Checked the amount of keys distributed to the guests and kept record to order more if necessary.
- Moving reservations into rooms to accommodate the guests if asked to.
- Handling cash and taking payment, or giving out guest restitution.
- Balancing credit card receipts for guests checking out the day of.

### **Resort Services Coordinator**

*Orange Lake Resort Club Vacations – Kissimmee Florida*

*September 2015- September 2016*

- Receiving calls and providing the correct information to guests or future guests.
- Face to face interaction with guests in regards to their stay and assessing the issues if they have any.
- Answering 911 calls from within the property and transferring them to security.
- Send out tickets for housekeeping/maintenance to units within the property.
- Splitting reservations to move guests from units if need be.
- Initiating call-backs to ensure that all the guests' expectations were met.
- Issuing guest restitution in the form of vouchers, or by cash.

### **Office Coordinator**

*SeaWorld Parks – Orlando Florida*

*September 2016 – Present*

- Notifying Supervisors of call-ins and written statements from team members.
- Filing ride downtimes, evacuations, and ride attendances in Excel files and forwarding to accounting as well as the Park Duty Manager.
- Update weather codes on park-wide telephone.
- Send attendance e-mail every hour to managers of the park.
- Take calls from attractions to record hourly counts of the hour.
- Create a daily spreadsheet of all events happening in SeaWorld to upper Management.
- Use SAP systems to create Work Orders and edit them to give out to maintenance.
- Take reserved seating from Education team, and forward it to management.