YESENIA VIGUERAS

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SUMMARY

Hello, I am a current MIS student at San Jose State University with hands on experience in system operations, property management, and customer service excellence. Proficient in Excel and and data analysis with a track record of accuracy and efficiency across hospitality and logistics sectors. I am seeking opportunities to apply technical and analytical skills in MIS focused internships and research projects.

EDUCATION

San Jose State University
Bachelor of Business in Management Information Systems
Expected Graduation: Spring 2027

SKILLS

Technical: Microsoft Excel, Property Management Software, Inventory Management systems
Languages: Spanish(fluent), English(fluent)
Professional: Customer Service, Problem Solving, Multi-Tasking, communication, Organization, Interpersonal skills, Team collaboration.

EXPERIENCE

Front Desk Agent
Marriott Hotels
Jan 2024-Present

- Manage guest check ins/check out procedures using property management systems.
- Process payments and maintain accurate financial records.
- Resolve guest inquiries

Front Desk Agent
Best Western
Jan 2022- Dec 2023

- Operated hotel management software to process reservations,cancellations, and modifications
- Coordinated with cross-functional teams to address operational challenges