

CARLOS ROBERTO LEE RAMÍREZ

Bachelor of Business Administration

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Address: 45 Ave A 1-10 zona 11 Colonia Tesoro Banvi

Age: 36 years old | Civil Status: Single | Cell phone: (502) 5957-3945 | Home phone: (502) 2250-7939



WORK EXPERIENCE

2017 - 2023

HOTEL SELINA GUATEMALA

Country Manager

Antigua Sacatepéquez y Panajachel Sololá.

General management in both locations, administration, organization, control and direction of short and long term in operations, logistics and strategies of the company, Human resources administration, product and or services follow up. Customer service, quality management, planning and execution of budgets and commercial plans. Involvement in the search for a sustainable competitive advantage for the company and the new openings of Selina hotels in the country.

2016 - 2016

AIR COSTA RICA

Airport Manager

International airport La Aurora

Programming, control and administrative and operational direction. Development of the personnel and the general activities of the company, corporate strategic approach and selection of the right human resources.

2014 - 2016

CLUB CAMPESTRE LA MONTAÑA

Human Resources Manager

Km. 18.5 Carr. A San Juan Sacatepéquez

Responsible for payroll, labor taxes, training, induction, interviews, compliance with internal regulations, KPIs, administrative documentation, identify internal needs, programs for employees, coordinate workforce, certificates, verification of documents and various internal reports, term of labor relation, selection of personnel, control and authorization of vacations, bank loans, control of personnel marking, coordinate, carry out retreats / events of the internal personnel, job descriptions and preparation of annual budget.

JOB REFERENCE

Hotel Selina

Albino Ramos
HR & Financial Country Manager
albinor@selina.com
(502) 5694 3344

Air Costa Rica

Dr. Melvin Leiva
Comercial Director
maleiva@racsa.co.cr
(506) 8855-3209

Club Campestre La Montaña

Sr. Rafael Choc
General Manager
(502) 2223-3030
(502) 5094-2888

Proveedores D.C.

Sr. Alejandro Rivera
General Manager
(502) 4154-5014

American Airlines Inc.

Licda. Silvia Fernández
Sales Manager
(502) 2422-9125

SAG

Servicios Aéreos Guatemaltecos S.A.

Sr. Javier Plaza
General Manager
(502) 3059-6394

2012 - 2014

PROVEEDORES D.C.

Human Resources Manager

0 Ave 30 calle lote 30-D Jardines de San Lucas
Sacatepéquez

Recruitment, selection, hiring, DNC / training, incentive plans, development and optimization of personnel, creation and monitoring of internal work regulations, creation of profiles, uniforms, schedules, work environment surveys, in charge of hygiene and internal security, knowledge of the labor law, IGSS procedures, IRTA, ISR, employer expenses, certificates, suspensions, administration and communication of personnel at all levels, leadership and teamwork.

2003 - 2013

AMERICAN AIRLINES INC.

Airport Supervisor

International Airport La Aurora

Programming, directing and controlling each of the processes fulfilling the productivity and performance requirements of the team and the various departments. Efficient administration of human and material resources complying with the objectives, policies and business regulations. Developing an internal culture for the prevention of risks and hygiene. Creation of new initiatives for the efficiency and effectiveness of team assignments and the increase of productivity for the achievement of corporate objectives. Recruitment and training and / or staff training, schedules, periodic monitoring of each of the departments and staff. Staff reports, by department, by production and operational. Informative meetings to encourage and feedback the team of deficiencies detected in some process and for teamwork. Effective communication at all hierarchical levels, leadership focused on objectives. Cash management, administrative personnel, operational, problem solving, strategic decision making.

PERSONAL REFERENCE

Licda. Marcia Lee
(502) 5717-7843

Lic. Luis Arturo Fuentes
(502) 5289-4151

Licda. Jackeline Lee
(502) 5577-0911

Ing. Luis Jorge Sifontes
(502) 5555-2118

DEGREES

AGG ASSOCIATION OF MANAGERS OF GUATEMALA

Time Management
New vision of the concept of Human
Resource Management
Strategic compliance of labor
obligations
Collaborative work in search of
innovation
Assertive communication
Brands on TOM
Organizational acceleration
Organizational behavior
Business risks

INTECAP

Teamwork
Emotional Intelligence
Leadership and business coaching
Industrial Security
Manufacturing Practices

AMERICAN CHAMBER OF COMMERCE

Seminar on teamwork and
interpersonal
relationships

AMERICAN AIRLINES INC

Coordinator & Lead Agent
Drug Security Program
Baggage Station Trainer
International Customer Service
Participation and creative ideas
Travel documents and impostor
detection

EDUCATIONAL INFORMATION

2022



RAFAEL LANDIVAR UNIVERSITY

Master of Engineering in Industrial Management

2012-2018



RAFAEL LANDIVAR UNIVERSITY

Bachelor in Business Administration
Economic and business sciences

2005 - 2006



CIAV

Advanced English
Advanced level

2002 - 2001



Scientific Intergrade High School

Computer science