



JOSEPH CLYDE SIARES CALIX

PROFESSIONAL SUMMARY

Highly adaptable, bilingual **Guest Services & Hospitality Specialist, Current Medical Student, and STCW-Certified Maritime Professional.** Combines over two years of premium corporate reception and upscale customer care experience at Teleperformance Honduras (managing top-tier global accounts like lululemon) with rigorous clinical discipline and verified maritime safety readiness. Demonstrated career progression from Customer Service Agent to **Receptionist**, excelling in high-touch guest relations, site safety protocols, and multicultural communication. Proven ability to remain calm under high-pressure scenarios, manage logistics, and handle crisis situations effectively. Eager to leverage this powerful combination of hospitality expertise, emergency medical background, and full STCW compliance to deliver exceptional, safety-conscious service to a premier cruise line guest services team.

• CORE COMPETENCIES

- Guest Relations & Hospitality
- Crisis Management & First Aid Knowledge
- Premium Retail Sales (Mirror Studio)
- Tech Support & Troubleshooting
- Returns & Refunds Processing
- Conflict Resolution & Escalations
- Cross-Cultural Communication
- Active Listening & Empathy



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HONDURAS

WORK EXPERIENCE

- **TELEPERFORMANCE | Honduras**
 - **Receptionist (Promoted) — On-site**
 - January 2025 –2026 PRESENT
 - **High-Touch Guest Relations:** Welcomed and assisted international clients, executives, and visitors, ensuring an exceptional first impression aligned with premium corporate hospitality standards.
 - **Access Control & Safety:** Monitored visitor logs, issued temporary badges, and supported site security protocols, leveraging crisis awareness in a busy corporate environment.
 - **Logistics & Correspondence:** Managed inbound/outbound corporate courier services, confidential mail distribution, and synchronized conference room bookings.
 - **Multicultural Communication:** Handled face-to-face inquiries and escalating customer situations with active listening, empathy, and quick conflict resolution.
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- **Customer Service, Tech Support & Sales Specialist (lululemon Account) — On-site**
 - January 2024 – January 2025
 - **Premium Client Support:** Driven premium sales and high-touch customer support for lululemon and Mirror Studio users across live chat, email, and phone channels.
 - **Product Demonstrations:** Engaged with an international clientele to identify fitness technology needs, boosting revenue through personalized product presentations.
 - **Technical Troubleshooting:** Resolved complex technical support queries regarding device setups, software synchronization, and account connectivity.
 - **Operations Management:** Managed the end-to-end returns and refunds process for high-value fitness technology and apparel, ensuring adherence to strict brand guidelines.
 - **Escalation Handling:** Managed escalated customer complaints with empathy, driving immediate solutions and maximizing customer retention.

EDUCATION

DOCTOR OF MEDICINE AND SURGERY (M.D. CANDIDATE)
UNIVERSIDAD CATÓLICA DE HONDURAS (UNICAH) | HONDURAS
EXPECTED GRADUATION: 2030

- Relevant Skills: High-stress tolerance, empathetic patient/guest communication, basic life support knowledge, and clinical history taking.
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- **SYSTEMS & TECHNOLOGY**
- **CRM & Tools:** Salesforce, Zendesk, Live Chat software.
- **Office Tools:** Microsoft Office Suite (Word, Excel, PowerPoint), Google Workspace.
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- **ADDITIONAL INFORMATION**
- **Passport:** Valid / Current
- **Availability:** Flexible for ship assignments / contract lengths
- **Medical Training:** Basic understanding of healthcare protocols, hygiene standards, and emergency response.

LANGUAGES

- **Spanish: Native**
- **English: Advanced / Fluent**