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OBJECTIVE

A position in the field of hospitality

SUMMARY OF QUALIFICATIONS

- Strong customer service skills diplomatic and patient
- Self-motivated & detail oriented
- Work cooperatively with a wide range of personalities
- Responsible, efficient and flexible
- Skilled at utilizing Microsoft Office Suite
- Meticulous worker, attentive to quality and detail
- Bi-Lingual in Spanish and English
- Function well independently or as a team member

EDUCATION

*Arizona State University, Tempe, AZ,
Course: Film Making & Movie Production*

RELEVANT PROFESSIONAL EXPERIENCE

Marriott Suites, Phoenix, AZ

Front Desk

8/14 – 3/15

- Answered phone calls throughout the day to assist and give directions to guests
- Managed computer system to process payments and update guests' information
- Coordinated special requests from guests to housekeepers
- Communicated special requests and/or objectives during shift change

American Cruise Lines

Steward

4/14 – 7/14

- Personalized fine dining experience for cruise patrons every night
- Assisted and directed passengers on daily events and tours
- Regularly made beds, vacuumed and deep cleaned passengers' rooms
- Presented a uniformed, professional and clean appearance

Boston Market Restaurant, Phoenix, AZ

Head Chef

2/11 – 5/13

- Prepare variety of meals and secure quality of every dish
- Able to work in a fast paced kitchen environment
- Maintained constant and consistent communication with coworkers to ensure food is served within an appropriate and safe time frame
- Kept kitchen in clean, appropriate working conditions in order to prevent food contamination

"Call for Action" NBC 12, KPNX, Phoenix, AZ

Volunteer

2/13– 3/14

- Received phone calls regarding consumer alerts in English and Spanish
- Called companies that were reported and tried to negotiate an agreement
- Wrote reports and kept files regarding their complaints
- Passed completed reports to journalists to determine if they would be used in the news segment

Good News TV Latino/Mas TV, Scottsdale, AZ

Bilingual Assistant Broadcast Director

1/12 – 11/13

- Directed weekly live broadcasts in Spanish
- Volume control for multiple speakers on air using studio recording mixer
- As part of pre-shooting, explained to the host and guests the agenda for the broadcast
- Prepare video and audio equipment for broadcast, headsets, in-ear monitors and lights

