

Lauren Cavalcante

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Objective: Seeking a challenging yet rewarding role where I can leverage my twenty years of experience providing fast, accurate, and empathetic support to a wide range of customers. With a diverse set of experiences at a variety of hotels, hostels, healthcare, arts, Cafes, entertainment and social justice I know that I will be an asset to your team.

Languages: English, Spanish, Portuguese

Willing to relocate to: Santa Monica, CA - Los Angeles, CA - Venice, CA

Authorized to work in the US for any employer

Work Experience

Guest Service Agent

Canopy by Hilton-Boston, MA

February 2024 to August 2024

The Guest Services Agent perform guest check-in and check-out services courteously and efficiently.

- including greeting guests with a smile, confirming the reservation and rate, assigning room and key card, obtaining method of payment, communicating hotel services and amenities, and finally wishing guests a pleasant stay.
- Use proper two-way radio etiquette at all times when communicating with other associates.
- As needed deliver guest items such as luggage newspapers messages packages amenities or other items requested by guests or team members
- Maintain an up-to-date working knowledge of all property amenities as well as any special events local area attractions and things to do around the hotel.
- Perform other duties as assigned which may include but are not limited to the following: helping coworkers in other areas of the hotel maintaining a clean and organised work area and overall cleanliness and safety throughout the hotel and grounds
- Answer guest inquiries about hotel service facilities and hours of operation.
- Answer inquiries from guests regarding restaurants transportation entertainment etc.
- ensure all displays are in proper place and fully stocked. Ensure there are enough informational brochures on hand in the main lobby.

As someone who has worked in customer service for 20 years, I always go above and beyond to help guests/customers in any way possible. With that, I've been many times recognized for my hard work by receiving 5-star reviews from many guests happy with my performance at work. Calling me a real gem because I always make sure their stay is the number one priority.

Security

Club Cafe-Boston, MA

March 2023 to April 2024

- Fostering a welcoming and entertaining atmosphere for our clientele while also ensuring the standards and expectations of the venue
- Interfacing with hundreds of guests in a club that leads Boston's queer nightlife

The reward of working at a queer club was being able to connect with my community and take care of them, making sure they were in a queer safe space. Like when someone was heavily under the influence of something, I would do my best to make sure they find their friends and go home safely.

Senior Patient Experience Representative

Outpatient Psychiatry at Boston Children's Hospital-Boston, MA

February 2022 to December 2023

- Checked in and checked out patients with a welcoming and caring demeanor
- Managed high volume of appointments including booking and canceling by phone and email
- Responded to and anticipated patient needs including in situations requiring escalated service responses and communication with a wide variety of departments

Inventory Specialist and Crew member

Trader Joe's-Boston, MA

September 2019 to October 2022

- Manage and order inventory daily, analyzing weather, product delays and daily sales to complete orders.
- Memorize product descriptions and inform to crew and customers
- Assist customers in locating products and ensure customer satisfaction
- Built displays for new or featured products bi-weekly

Print Shop Assistant

Massachusetts College of Art and Design-Boston, MA

September 2019 to May 2022

- Assisted the studio director with testing copper plates
- Helped students solve problems with their prints
- Clean tables, presses, studio spaces and stocking

Gallery and administrative intern

Cambridge Art Association-Cambridge, MA

September 2019 to December 2019

- Organised and managed gallery data
- Artist booking, guests and purchases.
- Conducted research on galleries, and local artists to work with

Front Desk Reception

Okupe Hostel-São Paulo, SP

February 2012 to August 2013

- Managed online, phone, and third party reservations, including Hostelworld.com and Booking.com, ensuring that all requests were clearly annotated in computer system for smooth guest service
- Checked-in and checked-out hostel guests, tailoring the interactions to meet individual needs
- Recommended Sao Paulo's tourist attractions catered towards guests' interests and provided clear and accurate directions throughout the city
- Stayed organized while managing multiple tasks and coordinating between departments

Overnight Front Desk Reception

Praca da Arvore Hostel-São Paulo, SP

July 2011 to February 2012

- Performed daily reports of check-ins and check-outs using Excel
- Created a warm and friendly atmosphere while assisting guests with all of their requests
- Set up breakfast for guests, including making coffee and arranging items for eye appealing display
- Accurately processed credit card and cash transactions

Hospitality Assistant

Barry's Hotel-Dublin, County Dublin

October 2010 to June 2011

- Assisted in all aspects of hotel operations at a twenty nine room hotel in the heart of Dublin
- Exceeded expectations for guests as a front desk agent and bellhop, handling guest questions and concerns in a thorough and empathetic manner
- Oriented guests to Dublin and provided tailored recommendations for activities
- Bussed tables and ran food in restaurant efficiently and anticipated customers' needs

Education

BFA in Printmaking

Massachusetts College of Art and Design - Boston, MA

September 2018 to May 2021

Associate's degree in Video game programming

University of Informatics and Administration Paulista - São Paulo, SP

February 2014 to August 2015

Professional Training program in Drawing and Illustration

Art Academia - São Paulo, SP

April 2012 to October 2013

Skills

- Customer service
- Portuguese
- English
- Spanish
- Illustration
- Translation
- Guest Services
- Coffee Experience
- Graphic Design
- Adobe Photoshop
- Adobe InDesign
- Busser
- Multilingual
- Guest Relations Experience
- Barista Experience
- Merchandising
- Microsoft Office
- Food Preparation
- POS

- Web Design
- Logo Design
- Host/Hostess
- Photography

Certifications and Licenses

TIPS