



**PROFESSIONAL EXPERIENCE**

**FLIGHT ATTENDANT January 2020 – Present**

* Greet and communicate with customers and maintain 5-Star service standards.
* Guide and assist with the safety and comfort of passengers.
* Monitor, manage and secure the cabin in all phases of the ﬂight.
* Present emergency equipment and give instructions to passengers on how to use this equipment.
* Look after the well-being of the passengers during the ﬂight and apply ﬁrst aid if needed.

# BUTLER & TRAINER at Marriott Hotels Group / Saint Regis March – December 2019

* Focus was placed on knowing guests preferences in order to provide them with the best possible experience, with strict attention to details based on information they provided and we reviewed.
* Assisted with any plans or arrangements the guest intended to make during their stay.
* Provided balcony dinners and created secret spaces for guests to enjoy privacy and romance with thoughtful and caring service.
* Made reservation requests prior to arrival and create their itinerary accordingly.
* Reported any unusual occurrences or requests to the Manager or Duty Manager.
* Work varied shifts, including weekends and holidays.

# CULINARY INTERN at Majestic Hotel & Spa (Barcelona) April – September 2018

* Worked with Michelin star chefs creating events for celebrities, maintaining an exceptional level of standard.
* Provided unique menus and special meal choices including dietary and medical according to guests’ preferences or health conditions.
* Followed the established quality standards.
* Managed inventory and assisted with receiving and storing products, and ensuring kitchen sanitation standards were well met.

# SALES ASSOCIATE at Azadea Group/Zara Retail November 2016 – March 2017

* Helped customers on the selling floor with browsing for products and answering their enquiries.
* Received merchandise and organized products by maintaining well displayed platforms and shelves.
* Interacted with customers on a personal level in order to provide individual recommendations.

# CALL CENTER AGENT at Crystl Call Company January – June 2016

* Identified customer needs, answered inquiries and provided solutions.
* Built sustainable customer relationships.
* Maintaining product knowledge to always improve performance.

**EDUCATION:**

* **Bacholar's Degree in Hotel Management**, Houston University, 2017
* **Culinary Arts Diploma,** Royal Academy of Culinary Arts, 2010

**LANGUAGES: English** (Fluent), **Spanish** (Intermediate)

**ACHIEVEMENTS & AWARDS:** Task Force in W Hotel (Amman) & Task Force in the Luxury Collection (Aqaba)