**Languages**: English, French, Spanish (Fluent)

**Objective**

To obtain experience within the hotel management industry

**Skills and Qualifications**

* Ability to learn & adapt quickly
* Demonstrated ability to coach and to help guide others to accomplish common business goals
* Customer service and interpersonal skills
* Highly motivated, results oriented, confident, organized and a responsible team player
* Ability to work under pressure and make logical decisions for business needs
* Dealing calmly and professionally with challenging situations

**Experience**

**Tourism Board of Mexico August 2016 – November 2016**

Montreal, Canada

Position: Intern

* Assistant in organizing events with the travel industry in Quebec and in support of administrative tasks as well as to the public.
* Participation in The salon International du Tourisme Voyage 2016

**Fairmont Le Manoir Richelieu (Internship)** **May 2016 – July 2016**

La Malbaie, Canada

Position: Head Waiter

* Consistently offer professional, Friendly and engagning service
* Follow outlet policies, procedures and service standards
* Have full knowledge of all menu items, garnishes, contents and preparation methods
* Follow all safety and sanitation policies when handling food and beverage

Position : Front Desk Agent

* Consistently offer professional, friendly and engaging service relationship
* Greet, check with hotel inquiries and concerns
* provide guests with hotel facilities/amenities in an informative and helpful way
* follow policies, procedures and service standards

**Mexican Consulate**   **October 2015 – May 2016** Montreal, Canada Position: Catering Supervisor

* Catering Services

## La Grande Terrasse April 2015 – October 2015 Vieux Port de Montreal - Place Jacques Quartier Position: Assitant Manager

* Customer service
* Server and manager functions
* Working in a fast paced environment
* Serving high volume of clients

**Station des Sports** **June 2010 – Sept 2013**

Montreal – St Catherine West  
Position: Waiter

* Sales and Customer service
* Bar Tending, Working in a fast paced environment
* Serving high volumes of clients,
* Completing register transactions with Azbar system for restaurants

**Sidcot School August 2007 - May 2008**

North Somerset, England

Position: Supervisor

* Supervising students in a boarding house
* Collaboration with staff and school management
* Coaching and supervising in sports division, library supervision
* Organizing events with the school
* Spanish lesson

**Education**

*Diploma of Collegial Studies*

Hotel Management **2015 - 2018**

Lasalle College, Montreal, Quebec

*Advanced level of French Studies* **2009-2010**

French Studies

École St-Michel, Sherbrooke, Quebec

*Cambridge First Certificate in English*  **2007-2008**

Sidcot School

North Somerset, United Kingdom

**Computer skills**

* word
* excel
* power point
* social media

References upon request