

# Flora Lilian Aparicio Sanchez

4740 Lacombe Montreal, Quebec H3W 1R3  
Phone: (514)699-1252 E-Mail: flora.aparicio38@gmail.com  
Full Time Position

## Objective

To work in a challenging and stimulating environment with opportunity to use my current experience and to deepen my knowledge and enrich my experience. Also to be able to assist the publics with an enthusiastic and dynamic personality in order to provide an excellent customer service and in the process contribute towards the achievement of organizational objectives.

## Education

### Lasalle College

Hotel Management Techniques (DEC)

July 2008 - December 2011

### Dale Carnegie

Course for Teenagers

December 2007

## Experience

### Hyatt Regency Montreal

1255 Jeanne-Mance, Montreal QC

Business type: *Hotel* Job Position: *Apprentice (Internship)*

The internship provided training in various departments of the hotel, such as:

- Housekeeping
- Sales and Banquet
- Restaurant

Some of the tasks performed were:

- Meeting with staff to go through daily plan
- Check the room's conditions and cleanliness standards
- Inspections on site with clients
- Sales and banquets activities
- Greet and serve customers to provide excellent service

October 2011

### Ardene Holdings

292 St. Catherine Street, Montreal QC

Business Type: *Clothing and accessories shop*

Job Position: *3rd key / Assistant Manager*

- Serve the customers to help them and at the same time increase sales
- Opening and closing the store
- Train new employees
- Make bank deposits
- Answer telephone inquires
- Organizes a biweekly schedule

Jun 2009-April 2011

### Urban Pet Store Summer 2010

122a-Quest Westminster North, Montreal QC

Business Type: *Animal Grooming, Pet accessories*

Job Position: *Receptionist, Internship*

- Opening and closing the store
- Answer the phone
- Take appointments for grooming
- Serve the customers to help them and at the same time increase sales

Summer 2010

**Festeja Catering****Feb 2007 - January 2008***San Salvador, El Salvador*

Business Type: Catering

Job Position: Personal Assistant

- Manage incoming receipts
- Keep client's files up-to-date and make appointments
- Make inventory and keep track of par stock
- Manage social networking pages such as Facebook and Web Page
- Help organize event and manage employees

**FUNTER****Nov 2006 - Feb 2007***San Salvador, El Salvador*

Business Type: Non-Profit Organization

Job Position: Volunteer

- Sale promotional products to obtain funds
- Encourage people to donate
- Motivate people to participate in various activities
- Prepare the counter for sale of products
- Manage and lead groups to achieve the objective.

**Qualifications and Skills***Computer skills:*

- Windows and OS X
- Word, Excel, PowerPoint
- Maitre 'D, IQ Ware and Opera
- Outlook
- Adobe Photoshop, Illustrator

*Qualifications:*

- Adaptability and ability to work under pressure
- Strong verbal communication
- Excellent leadership skills
- Strong sense of organization and prioritization
- First Aid Trained

*Languages*

- French (Intermediate)
- English (Advance)
- Spanish (Advance)

**Reference Upon Request**