

About Me

One of my standout qualities is my ability to **rapidly acquire new knowledge** and **adapt to dynamic environments**. This fast-learning aptitude, coupled with my **effective problem-solving skills**, has consistently allowed me to navigate challenging situations with poise and achieve successful outcomes.

In addition to my personal and professional attributes, I'm **fluent in both English and Spanish**, and have a foundational understanding of Portuguese. My proficiency in these languages not only enhances my communication capabilities but also offers a **unique multicultural perspective** in diverse settings.

Skills

- Customer Service Excellence
- Effective Communication
- Multitasking
- Problem Solving
- Team Collaboration

Languages

- Spanish - Native
- English - C1

Education

- Certificate Business IV - Mercury College
- Certificate Business III - Mercury College
- High School - Antonio Narino

References

- Hannah Porter: +353 87 995 5256
- Paz Lamilla: +61 431 408 375
- Secil Yuksel : +61 405958923
- Marcos Mamiya:+61 45767299
- Sandra Barbosa:+61 466210848

Experience

Team Leader

The Crowne Plaza — Coogee

2023 - Currently

Responsibilities and Duties :

- **Beverage Preparation** : Craft a variety of coffee and tea beverages with precision and consistency. Ensure each drink meets the hotel's quality standards.
- **Guest Interaction** : Offer warm greetings to guests, answer their questions regarding the beverage menu, and make recommendations based on their preferences.
- **Equipment Maintenance** : Regularly clean and maintain all coffee equipment to ensure optimal functionality and cleanliness. Notify the manager of any equipment issues or needs.

Assistant Manager

Cali Press — Coogee

2023 - Currently

Responsibilities and Duties:

- **Beverage Preparation** : Precisely brew and serve a range of coffee and tea drinks, ensuring consistency and quality in every cup.
- **Customer Interaction** : Greet customers warmly, answer questions about the menu, offer recommendations based on preferences, and ensure a pleasant coffee experience.
- **Product Knowledge** : Stay updated on the latest coffee beans, brewing methods, and trends. Educate customers about different coffee varieties and brewing methods when asked.
- **Team Collaboration** : Work harmoniously with team members to ensure smooth operations, especially during peak hours.

Barista, Food and beverage preparation

Gusto Espresso Bar, Coogee

2021 - 2023

Responsibilities and Duties:

- **Beverage Preparation** : Precisely brew and serve a range of coffee and tea drinks, ensuring consistency and quality in every cup.
- **Customer Interaction** : Greet customers warmly, answer questions about the menu, offer recommendations based on preferences, and ensure a pleasant coffee experience.
- **Team Collaboration** : Work harmoniously with team members to ensure smooth operations, especially during peak hours.

Head Waiter, Runner

El Camino Cantina, The Rocks

2021 - 2022

Responsibilities and Duties:

- **Customer Service** : Greet guests upon arrival and seat them. Provide information about daily specials, answer questions about the menu, and offer recommendations.
- **Table Management** : Monitor the status of tables to estimate waiting times for guests and to ensure tables are cleared and cleaned quickly.
- **Beverage Service**: Serve beverages to guests, including refills as necessary.

Shift leader, Food Preparation and Beverages

Guzman y Gomez, Lane Cove

2020 - 2021

- **Stock Maintenance** : Keep track of inventory for food and beverage items, ensuring freshness and proper storage.
- **Order Assembly** : Ensure orders are correctly assembled for wait staff or runners to deliver to customers.
- **Food Preparation** : Assist chefs and cooks by preparing ingredients; washing, peeling, cutting, and chopping fruits, vegetables, and meats.
- **Beverage Creation** : Prepare a range of beverages, including but not limited to coffee, tea, juices, and smoothies, ensuring quality and consistency in taste and presentation.