

# Mike Marin

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## Highlights

- Fluent in Spanish and English
- Safety-Oriented
- Global Traveler
- Problem Solver and Team Player
- Professional Image
- Communication Skilled Multi-Tasker
- Expert on Sales

## Experience

### **Flight Attendant**

October 2014 to Current

Swift Air — Miami, FL

1. Provided information, guidance, and assistance to ensure the safety and comfort of all passengers.
2. Promoted to Lead Flight Attendant after 6 months of employment.
3. Provided leadership as Lead Flight Attendant for all emergency and non-emergency situations.
4. Worked in all climates and locations, as well as all shifts.
5. Administered pre-flight briefings.
6. Conducted safety checks before every flight.

### **Personal Banker**

February 2013 to May 2014

Wells Fargo Bank — Miami, FL

1. Performed daily responsibilities to include cross-selling additional bank products, along with knowledge of opening and closing accounts, servicing customers, processing stop payments, wire transfers, telephone transfers, placing check orders, processing special instructions on accounts and performing general file maintenance.
2. Consistently executed Sales process (Opportunity management, Needs Assessment, Present/Pitch, Fulfillment and Follow Up) and seeks opportunities to deliver distinctive customer service on each client interaction.
3. Consistently met or exceed sales goals as set by Branch management by effectively and efficiently cross-selling bank products and services to both current and potential customers.
4. Exceeded sales objectives in 2013
5. Received "Employee of the Month" Award for asset gathering.

### **Customer Service Assistant**

July 2009 to July 2010

Fisher Island — Miami, FL

1. Data entry of membership applications
2. Reviewed applications for determination of correct membership category
3. Provided support Services.
4. Achieved high sales percentage with consultative, value-focused customer service approach.
5. Secured numerous company achievement awards for delivery of exceptional customer service.

### **Guest Service**

October 2006 to May 2008

Double Tree Resort by Hilton — Costa Rica

1. Implemented high-impact sales and marketing initiatives, resulting in increased occupancy and profitability.
2. Processed guest payments for room charges, all-inclusive package and phone charges.
3. Performed all duties for timeshare department.

## Education

**Business Administration**, 2005

**University Hispanoamericana of Costa Rica** — San Jose, Costa Rica

**General Studies**, 2010

**Miami Dade College (MDC)** — Miami, FL, USA

**Paralegal Certificate : Paralegal**, 2011

**Miami University** — Miami, FL, USA

**Flight Attendant Certificate** : Flight Attendant Training, 2014

**Pan-Am International Academy** — Miami, FL, USA

**Florida Real Estate License**: Licence, 2017