

# NICOLE SANTAMARIA

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E1W3DX, London

## ABOUT ME

Dedicated and reliable professional with a strong work ethic, thriving in high-pressure environments. A positive attitude and eagerness to learn make me a valuable team player. I take ownership of my work, ensuring tasks are completed to the best of my ability.

## EDUCATION

<b>Master's Degree, Digital Media</b> (Distinction) London Metropolitan University, London	2022 – 2023
<b>Makeup and FX course</b> Nebrija University, Madrid	2018 – 2019
<b>Bachelor's Degree, Tourism</b> Rey Juan Carlos University, Madrid	2014 – 2018

## WORK EXPERIENCE

<b>Corporate Receptionist</b> Rapport Guest Services	August 2023 – Present
<ul style="list-style-type: none"><li>Welcome and register visitors, ensuring a seamless and personalized experience.</li><li>Handle a multi-line phone system with professionalism and efficiency.</li><li>Collaborate with various departments to facilitate efficient communication and guest service.</li></ul>	
<b>Hostess</b> Mondrian Shoreditch Hotel & The Curtain Members' Club, London	June – December 2022
<ul style="list-style-type: none"><li>Reservation Management: Handled online, walk-in, and phone reservations.</li><li>Customer Service: Welcomed guests, addressed requests, payment processing.</li><li>Event Coordination: Managed email communication for group inquiries and events.</li></ul>	
<b>Shop Assistant</b> Gelupo, London	May 2021 – June 2022
<ul style="list-style-type: none"><li>Payment Processing: Managed customer payments and ensured accurate transactions.</li><li>Inventory Management: Received, organized, and restocked shipments and deliveries.</li><li>Customer Service: Served gelato, prepared hot beverages, and resolved complaints.</li></ul>	
<b>Receptionist</b> Imperial London Hotels, London	January – October 2020
<ul style="list-style-type: none"><li>Guest Services: Managed check-in and check-out, room assignments, and addressed guest requests, answered guest calls, messages, and coordinated with housekeeping.</li><li>Payment Processing: Handled various payment types and resolved charges.</li><li>Reporting and Accuracy: Ran daily reports and completed cashier and closing reports.</li></ul>	

## LANGUAGES

English	Proficient
Spanish	Native

## TECHNICAL SKILLS

WordPress	SevenRooms
MS Office	OpenTable
Yardi BluePoint	Mews