

## **Fiama Gaitan**

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### **OBJECTIVE**

I am a web developer looking for a junior position in a company where I can build a long-lasting career, work on innovative projects, and grow my experience along with my skills.

### **EXPERIENCE**

#### ***Flight Attendant- Frontier Airlines ▪ September 2019 – Present***

- Follow and execute all safety and security measurements, including evacuations, procedures and mandates.
- Ability to adapt to fast paced environments, think and resolve problems independently and efficiently to yield positive operation outcomes.
- Engage and provide customer service and support throughout operations, including performing necessary reports.

#### ***Moonlight Supervisor- W Hotels- Chicago Lakeshore Dr. ▪ 2019***

- Promotion to supervisor/night auditor to another property managed by Marriott International.
- Help manage a property of 550 rooms and its entire operation during the overnight (moonlight) shift.
- Responsible for efficiently executing night audit reports for the entire property through Marsha, FSPMS, Crystal, Galaxy, GXP and not limited to creating the W brand daily "What's up".
- Engage in proper communication and follow up procedures, assist all staff in decision making and customer service and facilitate report data to all through all the proper channels.
- Other related duties include assistance in training procedures, upkeeping staff morale through leadership and support, serve as a first point of contact, and incident reporting.

#### ***Front Desk Agent - Marriott Marquis Chicago ▪ 2018 – 2019***

- Expertise in customer arrival experience, data input, processing payments, and executing procedures through all proper channels of communications and systems. **ACHIEVEMENTS:**
- Marriott International's Power Facilitation - On the Job Training Certification

***Natatorium Instructor - Chicago Park District & The American Red Cross ■ 2014 - 2018***

***Achievements***

- American Red Cross and Chicago Park District's certifications such as Lifeguarding Instructor and Water Safety Instructor
- Successful execution of Lifeguarding certification classes, trainings and examinations citywide.

***Retail Sales Specialist, Fleet Feet Sports - Chicago, IL ■ 2016 – 2017***

- Thrived in recommendation-based sales and achieved accolades such as: Top Seller in Adidas Ultra Boost sneaker at a sponsored event; yielding results of 10% increase in sales and a sold-out product.

**EDUCATION**

- ***University of Illinois at Chicago - College of Liberal Arts and Sciences: Bachelor of Arts in Sociology***

**SKILLS AND CERTIFICATIONS**

- Bilingual: Fluent in Spanish and English
- Certified with the Federal Aviation Association (FAA)

