

## PROFILE

Hospitality Professional with a strong background in food & beverage management, event coordination, location planning and real estate. Dedicated and experienced professional able to lead teams towards required KPIs and great CRM skills driving towards excellence to enhance the customer experience at any given event.

Throughout my working experience I have been able to participate and lead in notorious public events such as the **Miami Art Basel**, **Miami F1 Grand Prix 2022**, **Hearts & Stars Gala**, among others.

Having these experiences has made me grow towards tailored solutions to excel in my hospitality management career.

## HOSPITALITY MANAGEMENT PROFESSIONAL

### EDUCATION

Florida International University - Miami, FL

- B.S. in Hospitality Management, Class of 2015

Gold Coast School - Miami, FL

- Licensed Real Estate Sales Associate, 2012

### WORK EXPERIENCE

#### Baybes | Miami, FL | Operations Manager

September 2014 – Present

- Provide exceptional staff to a wide range of luxury events
- Ensure that all details of the function are carried out and ensure quality and timeliness of all the services.
- Integrate best practices in delivering customer needs in Premier Event Staffing.

#### Kaseya Center Miami Arena | Miami, FL | Food & Beverage Supervisor | August 2022 – July 2023

- Leverage hospitality and customer service experience to oversee daily food and beverage operations.
- Manage and lead a team of 12 in delivering exceptional customer service and maintaining operational efficiency.
- Collaborate with culinary experts to curate menus and special promotions, boosting revenue and guest engagement.
- Implement cost-effective measures while upholding quality standards, resulting in a 3% reduction in costs.
- Ensure compliance with safety and health regulations, guaranteeing a clean and secure environment for guests and staff.
- Address guest inquiries and concerns with professionalism and prompt resolution.

#### RESERVE Padel | Miami, FL | Food and Beverage Manager

January 2023 – May 2023

- Spearheaded the opening of Reserve Padel, contributing to its successful launch and sustained growth.
- Developed and executed marketing strategies to attract and retain a loyal customer base.
- Oversaw scheduling, payroll, and labor cost management, optimizing staffing levels to meet business demand.
- Conducted regular staff meetings to communicate goals, expectations, and updates, fostering a positive work culture.
- Collaborated with suppliers and vendors to source high-quality ingredients and beverages, negotiating favorable terms to reduce costs.

## LANGUAGES

- ❖ Spanish - Native
- ❖ English - Native

## SKILLS

- ✓ Operations Management
- ✓ Project Management
- ✓ Team Management
- ✓ Analytical Skills
- ✓ Communication
- ✓ Compensation
- ✓ Employee Benefits
- ✓ Key Performance Indicators
- ✓ Customer Experience Tailoring
- ✓ Event Planning & Coordination

## HOBBIES

- Community / Charity Work
- Traveling to learn and explore cultures.
- Mindfulness
- Exploring new food recipes

## REFERENCES



## REMARKABLE EXPERIENCES

### Kaseya Center Miami Heat Arena

- [Private Wedding](#) | Miami Heat Arena (February 18th, 2023)

### Baybes

- [Formula 1 | Hardrock Stadium](#) (May 5th - 7th, 2023)
- [Wayne Boich Party](#) | Wayne Boich's Mansion (December 3rd, 2022)
- [Grand Champions Polo Club](#) (March 24th, 2023)
- [Hearts & Stars Gala](#) (March 4th, 2023)
- [Blockchain Miami Padel Tournament](#) (February 22nd - 27th, 2022)
- [Wheels, Wings & Fashion](#) (April 29th, 2023)

### Reserve Padel

- [Reserve Cup](#) (March 31st, 2023)
- [Miami Music Week - DJ Vintage Culture](#) (March 25th, 2023)
- Pura Vida - [Reserve Sunset Yoga](#) (April 30th, 2023)
- [Members Only Fast Track Tournament Miami FL](#) (May 3rd, 2023)

## VOLUNTEERING

- **Ronald McDonald House | Volunteer**
  - **Venezuelan American Chamber of Commerce of USA | Youth Ambassador Volunteer Coordinator**
  - [Abolish Bullying \(Broward and Miami-Dade County\)](#) | **Founder**
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