

# MARIANA FIGUEROA

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## **Summary**

Professional and dedicated team player experienced in overseeing operations of individual and multi-unit facilities. Develops successful programs to improve profitability. Seeking new position with exciting challenges where great skills will be valued.

## **Skills**

Team collaboration  
Time management  
Price memorization  
Effective customer upselling

Customer flow management  
Conflict de-escalation  
POS system operations

## **Experience**

**Restaurant Hostess**|SH Hotels - Princeville, Hawaii|12/2023 - 08/2025

Greeted guests warmly, creating an inviting atmosphere for arrivals.  
Managed reservations using the restaurant's booking system effectively.  
Coordinated seating arrangements to optimize dining flow and guest comfort.  
Provided information about menu items and restaurant services to guests promptly.  
Answered phone inquiries to schedule and confirm reservations, record takeout orders and respond to service questions.

**Barista**|SH Hotels - Princeville, HI|04/2023 - 12/2023

Prepared high-quality beverages according to customer specifications.  
Maintained cleanliness and organization of the coffee bar area.  
Assisted in training new baristas on beverage preparation techniques.  
Prepared and served coffee, espresso drinks, blended coffees and teas.

**Special Needs Babysitter**|Jennifer Warren - Auburn, AL|05/2021 - 08/2022

Supervised daily activities and routines for special needs children.  
Developed engaging educational and recreational activities tailored to individual needs.  
Communicated effectively with parents about children's progress and behavior.  
Ensured a safe environment by practicing proactive safety measures consistently.

## **Education and Training**

University of Hawaii At Manoa| Honolulu, HI| 08/2025 - current

**Bachelor of Science:** Botany

Kapaa High School | Kapaa, HI| 05/2025

**Languages**

Spanish:

Native/ Bilingual