

SA

Stephania

Professional Summary

Aspiring future real estate investor, observant, fast learner, team player, and motivated to not only learn but also apply life experiences into the workplace. Active listening skills, expert in providing the best customer service, and having excellent attention to detail. As well as being computer literate, I have upselling techniques related to meeting the requirement and surpassing the expected goal. Personable Space planning methodology, motivated team player and complex problem solving natural leader.

Work History

Table Games Dealer

Hollywood, FL

03/2024 - Current

- Enhanced customer experience by providing friendly and efficient service during table games sessions.
- Ensured game integrity through strict adherence to gaming policies and procedures.
- Maintained professional and welcoming atmosphere for players with excellent communication skills.
- Contributed to casino revenue growth by effectively managing multiple table games simultaneously.
- Collaborated with floor supervisors to address player disputes promptly and professionally, ensuring guest satisfaction.

Yacht Stewardess

Miami

01/2019 - Current

- Providing 5-star service to guests and ensuring guest satisfaction
- Providing excellent guest service, silver service and bartending skills when needed
- Maintaining laundry, housekeeping and wardrobe tasks for both guests and yacht crew
- Floral arrangements and decorations
- Excellent knowledge of fine dining, wines and cocktails
- Maintenance of guest-cabin care and detailed cleaning
- Assisting with inventory and restocking provisions



FL

Skills

- Detail-oriented merchandising understanding
- Reliable automobile high energy
- Strong interpersonal skills multi-tasking strength
- Takes direction well customer service focus
- Academic, strong interpersonal skills, hardware, client, customer relations, customer
- Money Handling Expertise, satisfaction, memory retention, reliability and punctuality, customer service, detail-oriented, direction, merchandising, table games, multi-tasking, policies, pricing, psychiatry, reception, relationship building, sales experience, sales, scheduling, fluent in Spanish

Education

University

Miami, FL

Bachelor of Arts: Psychology

- Continuing education in Psychology
- Coursework in Psychotherapy, Social Psychology, and Statistics

- Watchkeeping within the crew mess

Bottle Server

Miami Beach

03/2021 - 01/2022

- beverage preparation, help set up tables for guests to arrive
- anticipating guest needs
- extensive knowledge of wine, champagne, top shelf liquors
- product upselling
- cash handling, credit card handling
- cocktail list development

Affiliations

- Completed 300 hours of community service helping kindergarten students achieve their academic goals and help facilitate overall intellectual growth
- Former member of the Best Buddies program that focuses on aiding fellow special needs students ranging from academic purposes to emotional support
- Student Government Association affiliate with the responsibilities of scheduling all student body related events such as prom, senior breakfast, weekly activities, spirit week, etc
- 3.5 GPA student with Advanced Placement courses President of Psychology Club South Campus (2017) Member of National Society of Leadership and Success

Associate of Arts: Psychology

- Former member of Psychology Club
- Awarded "Member of the Year" from Psychology Club
- Graduated with 3.0 GPA

High School

High School Diploma