

MAYARA



PROFESSIONAL PROFILE

I am an experienced sales assistant in the retail sector who enjoys helping customers understand the benefits of the products and services they are looking for. I am a target-oriented individual who loves the challenge of ensuring every customer gets what they are looking for.

I find it easy to assist customers and derive genuine enjoyment from my job I feel that I am ready to take the next step forward by handling more responsibility.

ACADEMIC TRAINING

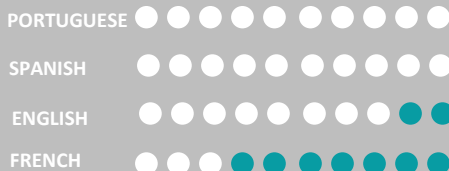
BACHELLOR

TITLE OF COMPULSORY SECONDARY EDUCATION

ADDITIONAL TRAINING

- ✓ Stewardess and Public Relations
- ✓ Certificate of basic training in maritime safety
- ✓ Certificate of basic training in maritime protection
- ✓ Certificate of passenger ships
- ✓ Certificate of survival boats and rescue boats (not fast)
- ✓ Bridge Sailor Course
- ✓ Prevention of occupational hazards on board ships (Aux post. Hospitality)
- ✓ Catwalk model and advertising
- ✓ Chiromassage course
- ✓ Lashes designer

LANGUAGES



SOFTWARE



MS WORD



MS EXCEL



MS POWERPOINT

OTHER INFORMATION



DRIVING LICENSE CATEGORY B



IMMEDIATE AVAILABILITY

2022 – Present DUTY FREE SUPERVISOR

- In charge of placing orders, as well as checking their status during deliveries
- In charge of carrying out inventories every end of month and spot checks every week.
- Responsible for ensuring that staff comply with standards and values of company, as well as perform their functions correctly.
- Check that the passenger area as well as the DUTY FREE, are in optimal conditions for the reception of passengers.
- Opening and closing cash.
- Try to solve any problema related to DUTY FREE or during passengers loading, and if is not posible, inform to the guest service manager

2018 – 2022 STEWARDESS RETAIL SALES ASSISTANT

- Handling cash and card transactions.
- Counting up the day's takings and depositing the proceeds into the safe.
- Ensuring the store is ready for new promotions.
- Providing customers with advice on the right products for them.
- Dealing with customer complaints, and escalating the issue to management level if necessary.
- Filling out stock orders.
- Ensuring the store's monthly targets were met.
- Reminding customers about the store's promotions.
- Making sure that the shop floor was always in pristine condition with displays perfectly maintained.

2017 – 2018 STEWARDESS FOOD & BEVERAGE ASSISTANT

- Greeting customers and assisting them with any queries.
- Reporting complaints to a manager or supervisor.
- Ensuring the store's stock is constantly replenished.
- Helping staff with deliveries.
- Keeping up to date with the features and benefits of each product.
- Helping to persuade customers to make a purchase.

MARINE CERTIFICATES

SURVIVAL CRAFT AND RESCUE BOATS OTHER THAN FAST RESCUE BOATS

Valid until 28.07.2028

PASSENGER SHIPS

Valid until 17.06.2027

FAMILIARIZATION AND BASIC SAFETY TRAINING

Valid until 26.09.2025

CERTIFICATE OF PROFICIENCY IN SECURITY AWARENESS AND DESIGNATED SECURITY DUTIES

Issued 07.06.2017

MEDICAL EXAMINATION FOR SEA SERVICE

Valid until 19.09.2025

DISABILITY AWARENESS AND ASSISTANCE TRAINING FOR PASSENGER SHIP OPERATION

Issued 04.04.2019