

Miami, FL | [REDACTED] | [REDACTED]

YIANA

STEWARDESS/DECKHAND



PROFILE SUMMARY

Dynamic and seasoned stewardess with over a decade of hands-on experience in maritime operations and customer service roles. Proficient in all aspects of deckhand duties, including knot tying, line handling, and deck maintenance. Adept at providing exceptional customer service to passengers, ensuring their comfort and satisfaction. Seeking to leverage extensive experience and skills to contribute to a reputable maritime organization committed to excellence in service and safety.

WORK EXPERIENCE

Waitress

Feb 2024 - Present

- Provide exceptional guest service, ensuring a seamless and memorable dining experience by anticipating and fulfilling all guest needs and preferences
- Maintain a high standards of organization in dining areas, adhering to safety protocols and ensuring a pristine environment at all times
- Collaborate effectively with the kitchen and other staff to deliver timely and high-quality service, demonstrating strong teamwork and communication skills

Stewardess

May 2013 - May 2023

- Proficient in handling ropes, knots, and basic maritime equipment, ensuring the safe and efficient operation of vessels
- Provided exceptional customer service to passengers, assisting with boarding, luggage handling, and ensuring their comfort and safety throughout the voyage
- Skilled in maintaining the cleanliness and aesthetic appeal of passenger areas, including decks, cabins, lounges, and dining spaces, to enhance the overall guest experience

Personal Assistant

April 2022 - April 2023

- Provided personalized support to athlete, managing their daily schedules, appointments, and travel arrangements to optimize their performance and well-being
- Executed a wide array of personal errands and tasks, proactively anticipating and fulfilling the athlete's needs with precision and efficiency
- Upheld the utmost confidentiality and discretion in all interactions, safeguarding sensitive information and fostering trust with high-profile individuals within the athlete's circle

EDUCATION

Bachelors of Communication
[REDACTED] University, Athens, OH
May 2021

SKILLS

- **Organized**
- **Self-Starter**
- **Personable**
- Knot Tying
- Boater's License