

Objective

To contribute with my career as a highly skilled and trained professional in the Hospitality and Property Management industries.

Experience

Concierge

The Hamptons South Condominium, The Continental Group, Inc., Aventura, FL

- Assisted the building's 250 residents with both their day-to-day needs as well as while-you're-away-services
- Organized social events within the building and the local community, and prepared the *Concierge Newsletter* to promote these events
- Ensured that residents' recommendations were promptly communicated to the building management

Concierge

Villas Caribe, Inc., Atlanta, GA

- Managed reservations and inquiries on behalf of clients and property owners
- Prepared arrival information packets for villas located worldwide
- Arranged for client's needs to be met by the villa's local community

Concierge

Turnberry on The Green Condominium Association, Inc. Aventura, FL

- Maintained a high level of customer satisfaction by assisting residents and clients with all their needs
- Supported management in all aspects of back office operations
- Organized condominium social events as well as entertainment options for guests and their families
- Winner of the Silver Plume Award, Where Miami Magazine, Condominium Concierge of the Year 2003

Concierge

Boca Raton Resort, Club & Spa, Boca Raton, FL

- Supervised a support staff responsible for maintaining the high level customer service facilities of the VIP lounge and Main Lobby Desk
- Demonstrated experience in providing services tailored to the needs and interests of all of the hotel's national and international guests

Education

Gold Coast School of Real Estate. Boca Raton, FL

July 2008

- Community Association Manager/L.C.A.M.

Education Institute Forum/American Hotel and Motel Association, Boca Raton, FL

March 1998 - June 1999

- Hospitality Sales & Marketing, with Honor

Universidade Gama Filho, Rio de Janeiro, RJ, Brazil

- Psychology

Languages & Software

- Written and spoken fluency in English, Italian, Portuguese, and Spanish as well as conversational French, and a basic command of Turkish
- Proficiency with Microsoft Office, Word, Excel, Outlook; and QuickBooks

Interests

I enjoy sailing and water sports, travelling, visiting museums and art exhibitions, dining out and enjoying the local South Florida culture.

References are available on request.