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| Karina Fabian | **65-12 Metropolitan Avenue,**  **Middle Village, NY 11379.**  **Email:** [**Karinafabian16@hotmail.com**](mailto:Karinafabian16@hotmail.com)  **Phone: (374)806-6263** |

**OBJECTIVE**

To find a position in a company where I can improve my Guest service skills, and get a beginning into the Hospitality Management Industry.

**EDUCATION**

*2011-Present*  New York City College of Technology (CUNY)

Bachelor’s Degree in Hospitality Management, expected (2014)

**EMPLOYMENT**

05/2013-Present **Walt Disney World Parks & Resorts, Orlando, FL**

***Guest Service/ Food and Beverage at Magic Kingdom***

* Check in Guests and direct them to their respected seats.
* Completes assigned side works duties at beginning and end of shift
* Take guest order and serves food
* Follow appropriate laws and company policy regarding serving of guest
* Exhibit a positive, friendly and helpful attitude toward Guest to maintain the show quality of the experience
* Maintain solid product knowledge, stock inventory and handle cash transactions
* Receptive to performing/learning the skill of all food and beverage front/back of the hose roles, resident amenities and residents events
* Upholds the Disney service guidelines/Standards at Magic Kingdom
* Assist Guest with directions, entertainment, shows and events
* Responsible for upholding and creating a safe and secure work environment

01/ 2013-05/2013 **Walt Disney World, Pop Century Resort, Orlando, Fl**

***Housekeeper***

* Ensure and inspected clean hotel room, quickly, neatly and efficiently
* Maintain neat and clean, equipment, storage room and supplies.
* Maintain friendly and approachable attitude toward guests and staff
* Create special touches and details in the rooms
* Complete all other duties assigned
* Uses of chemicals knowledge of workplace safety
* Ability to work independently as well as within a team environment through strong relationship and consulting skills

10/ 2011 **Human Resources Administration** **Info line, Queens, NY**

***Bilingual Intern- Phone Operator***

* Guiding customer through the legal procedures of their benefits
* Demonstrated strong customer services Skills
* Proven ability of handle confidential information
* Strong Critical thinking and solving problems
* Provided information to customer about their public benefits
* Received, proceeded and resulted customer complaints
* Created procedures to reduce complaints
* Experienced with multi- line phone system

07/ 2009 **Surf Lodge Hotel, Montauk, NY**

***Housekeeper***

* Use of chemical knowledge of workplace safety
* Ensured and inspected clean hotel room, quickly, neatly and efficiently
* Maintained neat and clean, equipment, storage room and supplies.
* Maintained friendly and approachable attitude toward guests and staff
* Proven self- starter with the ability to manage multiple priorities and meet deadlines.
* Completed all other duties assigned
* Ability to work independently as well as within a team environment through strong relationship and consulting skills

**Volunteer Work**

September 2012 Volunteer server at the Harvest in The Square Park

October 2012 Volunteer trained for Spoon across America

**SKILLS**

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| Bilingual (Spanish/English)  Strong Communication Skills  **Certification:**  Safe-Serve Certify  Basic Airline Agent and Airline certification | Proficient in Microsoft Office  Spreadsheet/ Reports  Great Management Skills | Great Multi-Tasking Ability  Detail-Oriented  Team Player |

Reference Furnished Upon Request