

Patricija Miranda

Hospitality Professional

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Summary

Enthusiastic hospitality professional with 7 years of experience delivering high-quality service in fast-paced restaurant and hotel environments. Proven ability to manage front-of-house operations, coordinate event logistics, and maintain strong guest relationships. Seeking a new challenge where strong interpersonal skills and a detail-oriented work ethic can add value. (Note: Advanced Excel, data modeling, and analytics tools are not within current skill set.)

Experience

The Seaside Inn — Miami, FL

Front-Desk Supervisor | 01 Jun 2021 – 31 Aug 2023

Oversaw daily front-desk operations for a boutique 45-room hotel, handling guest check-in/out, reservations, and concierge services.

- Managed a team of 4 receptionists, creating weekly schedules and training new hires on the property management system (OPERA).
- Implemented a guest-feedback tracking sheet (paper-based) that increased positive online reviews by 12 %.

Brewed Awakening Café — Orlando, FL

Barista / Shift Lead | 01 Mar 2019 – 31 May 2021

Prepared specialty coffee drinks while maintaining inventory of beans, milk, and supplies.

- Served as shift lead for evening shifts, responsible for cash reconciliation and closing procedures.
- Organized monthly “Community Coffee Night” events that boosted foot traffic by approximately 8 %.

Sunset Terrace Restaurant — Tampa, FL

Server & Event Support | 01 Jan 2017 – 28 Feb 2019

Delivered table service for up to 150 guests per night in a high-volume waterfront restaurant.

- Assisted banquet manager with set-up and coordination of private functions, including menu planning and staffing.

Career Gap

Sabbatical | 01 Jun 2015 – 31 Dec 2016

Took a voluntary sabbatical to travel and attend a culinary workshop in Italy.

Education & Training

Associate of Applied Science, Culinary Arts

St. Petersburg College

– 01 May 2015

Skills

Hospitality

Languages

English | – Present

Native speaker

Spanish | – Present

Conversational

Certifications & Credentials

ServSafe Food Handler | 2022-01-01

ServSafe

Awards

Employee of the Quarter | 2022-07-01

The Seaside Inn

Recognized with the “Employee of the Quarter” award at The Seaside Inn (Q3 2022) for exceptional guest satisfaction scores.

Charity Fundraiser Coordination | 2021-10-01

Successfully coordinated a charity fundraiser dinner serving 200 guests, raising \$4,500 for local youth programs.

Interests

Personal Interests | – Present

- Sustainable cooking
- Urban gardening
- Travel blogging
- Indie music festivals

References

References

Available upon request.