

Hawa Rocha

Hospitality and Retail Professional

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Profile

Enthusiastic hospitality and retail professional with over 7 years of experience delivering high-quality customer service, managing small-scale events, and supervising front-desk operations. Proven ability to coordinate teams, handle cash and inventory, and create welcoming environments. Seeking a new challenge where strong interpersonal skills and hands-on service experience can add value.

Skills

Core Skills

Languages

English | – Present

Native speaker

Spanish | – Present

Fluent

Awards

Employee of the Month – Café Bella (twice, 2020) | 2020-01-01

Café Bella

Employee of the Month – Café Bella (twice, 2020) for outstanding customer satisfaction scores.

Sales Increase Achievement | 2021-01-01

Café Bella

Increased Café Bella weekend sales by 12 % through the introduction of a limited-time beverage menu and targeted social-media promotions.

Certifications

ServSafe Food Handler Certification | 2020-01-01

National Restaurant Association

Interests

Travel photography, culinary exploration, community volunteering at local food banks | – Present

Experience

Hotel Luxe — Dallas, TX

Front Desk Supervisor | 01 Jul 2023 – Present

Oversee daily front-desk operations for a 120-room boutique hotel, supervising a team of four front-desk agents. Manage guest reservations, check-ins/outs, and resolve service issues promptly. Coordinate with housekeeping and maintenance to ensure room readiness. Maintain cash drawer accuracy and reconcile nightly reports.

- Oversee daily front-desk operations for a 120-room boutique hotel, supervising a team of four front-desk agents.
- Manage guest reservations, check-ins/outs, and resolve service issues promptly.
- Coordinate with housekeeping and maintenance to ensure room readiness.
- Maintain cash drawer accuracy and reconcile nightly reports.

EventCo Solutions — Austin, TX

Event Coordinator (Contract) | 01 Jan 2022 – 30 Jun 2023

Planned and executed up to 15 small corporate events per quarter (budget ≤ \$8,000). Handled venue selection, catering arrangements, and on-site logistics. Prepared event timelines and communicated with clients to ensure expectations were met. Managed post-event debriefs and compiled basic expense summaries in Excel.

- Planned and executed up to 15 small corporate events per quarter (budget ≤ \$8,000).
- Handled venue selection, catering arrangements, and on-site logistics.
- Prepared event timelines and communicated with clients to ensure expectations were met.
- Managed post-event debriefs and compiled basic expense summaries in Excel.

Café Bella — Austin, TX

Barista & Shift Lead | 01 Jan 2020 – 31 Dec 2021

Prepared specialty coffee beverages for a high-traffic café serving ~300 customers daily. Managed inventory of coffee beans, syrups, and paper goods; performed weekly stock counts. Trained new baristas on equipment operation and customer service standards. Handled cash transactions and balanced the register at shift close.

- Prepared specialty coffee beverages for a high-traffic café serving ~300 customers daily.
- Managed inventory of coffee beans, syrups, and paper goods; performed weekly stock counts.
- Trained new baristas on equipment operation and customer service standards.
- Handled cash transactions and balanced the register at shift close.

RetailMart — San Antonio, TX

Sales Associate | 01 Mar 2018 – 31 Dec 2019

Assisted customers with product selection, returns, and loyalty program enrollment. Maintained merchandise presentation and performed regular floor replenishment. Processed point-of-sale transactions and performed end-of-day cash reconciliations.

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- Maintained merchandise presentation and performed regular floor replenishment.

- Processed point-of-sale transactions and performed end-of-day cash reconciliations.

Education & Training

Associate of Arts, Hospitality Management

City Community College

01 Jan 2016 – 31 Dec 2018

References

References: Available upon request.