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D.O.B: 09.05.1996  
Medical For: 14.11.2022  
Certificate: Exp. 04.11.2024  
Languages: Spanish mother tongue  
English Intermediate-Advanced  
French Intermediate  
Non-Smoker  
Driving License

MARÍA GUADALUPE  
CASAS PERALTA

JUNIOR  
STEWARDESS



## PERSONAL PROFILE

My pursuit of professional employment seeks to focus on private boats or charters, which can be in Mexican or International territory. I consider myself a person with incredible client service experience and extensive knowledge of various cultures and cities. Taking into account my background in service as a hostess, bartender, event planner, and wedding planner I can stand out as a Yacht Stewardess.

Since the beginning of my career, I started to work in different jobs. The first one was as a nanny, being that I love to work with kids because of the way they see the world and everything they can teach us. My perspective on taking care of children is due to the enormous responsibility it represents and how this makes people more trustworthy.

In addition, I have been working in International Luxury Hotels with the highest standards of service, quality, and hygiene as is it the Majestic Hotel & Spa Barcelona.

This can show that I have the competence to work under pressure and with the highest standards in the industry.

## QUALIFICATIONS & CERTIFICATES

STCW (updated) Exp. 2027  
Food Safety & Hygiene Level 2. Exp 2025  
Proficiency in Security Awareness

## EDUCATION

International Degree in Hospitality Business Administration – UVM University – Mexico  
Completed in June 2020

## WORK EXPERIENCE

CEO PLANNER ASSISTANT – Hortensia Servicios de Hospitalidad – Guadalajara, Mexico

March – June 2022

Responsible for selling and organizing each event, contacting suppliers, coordinating each schedule, as well as managing social media. Plus the use of technological tools such as Excel in which costs, bills, and profits were registered for each event per month, as well as monthly and annually projections. In this experience, I have learned how to calculate monthly incomes and set goals to generate profits.

BILINGUAL CALL CENTER AGENT – TELEPERFORMANCE – Guadalajara, Mexico

September – December 2022

Taking calls in English for selling or doing cancelations of phone packages, cable, telephony, security cameras, Internet, and solving situations that concern their accounts or services. Additionally, it was necessary to have the knowledge of method payments, policy payments and handle confidential information of the clients, besides handling their complaints and recommendations.

# WORK EXPERIENCE

## WEDDING PLANNER ASSISTANT – MESA PRINXIPAL – Guadalajara, Mexico

March – September 2021

I coordinated weddings between 150 and 300 people, gave personalized service, and built a close relationship with the grooms to understand all their requirements with the purpose of providing an unforgettable experience. I kept in contact with the same suppliers due to their best prices offer. I created new alliances with different wedding planners to produce more team events.

## GROUPS AND EVENTS – MAJESTIC HOTEL & SPA BARCELONA – BARCELONA, ESPAÑA

June 2019 – February 2020

Management OPERA system inside the company to make hotel room and venue reservations, so the organization of executive events, Christmas dinners, New Year dinners, staff parties, and celebrities personalized service.

## HOSTESS – MEXIA EVENTOS – Guadalajara, Mexico

2017 – 2018

Gave the best customer service to be able to provide confidence. Thanks to my ease of speaking I gave the clients confidence. As a hostess, I was committed to granting them each seat in order to have a good organization and not any drawbacks.

## BARTENDER – XEL-HÁ NATURAL PARK XCARET GROUP – Quintana Roo, Mexico

February – July 2017

Provide the best service with alcoholic and non-alcoholic beverages to all the clients at the park, having the ingredients knowledge of each beverage, daily inventory of stock ingredients to have the stockroom full and work under pressure in high season.

## KITCHEN – VILLA CAMPESTRE – Guadalajara, Mexico

October – December 2015

Prepare dishes, sauces, and dressings applying the appropriate techniques which were adjusted to the menu, having all my implements and place of work clean and in order. Having 3 hours before the event, all the mise en place, which means that everything could be ready to take the dishes with the best presentation to the client.

## HOUSEKEEPER – PRESIDENTE INTERCONTINENTAL HOTEL – Guadalajara, Mexico

February – May 2015

Take care of cleaning products and self-care when working in hotel rooms, public areas, and with customers. Have good and receptive communication with the department of reception, reservation, general management, and food and beverages.

## HOBBIES AND INTERESTS

I am fascinated to find new natural places with my friends and family. My favorite things to do are going to the movies with friends, dancing, and playing board games. Travel is one of my greatest pleasures but always with company. I love to meet people from other countries because of their different backgrounds and languages in order to learn more. The beach is my favorite place because is more interesting, people are happier, without any complications, and living in tranquility.

## REFERENCES:

Cynthia Mejia – Mesa Prinxipal – CEO

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