



# Josieli Oliveira do Nascimento

STEWARDESS

## Details

Cascais, Portugal  
+351 932 120 201  
[josielnascimento4@gmail.com](mailto:josielnascimento4@gmail.com)

NATIONALITY  
Brazilian

DATE OF BIRTH  
18.05.1987

## Seaman's Book

P062280 – Portugal  
9345333 – Brazil

## Skills

Customer service  
Interpersonal skills  
Teamwork skills  
Problem solving  
Advanced communication skills  
Knowledge of food safety

## Hobbies

- Travelling
- Reading
- Sports
- Being with friends and family

## Languages

Portuguese  
Spanish  
English

## Profile

I am a dedicated professional and take a great pride in my work and personal standards. I work well alone or as part of a team. I am hard working and dedicated employee

I am looking for permanent long-term employment and I'm flexible and also willing to attend any training required. I would be happy to consider any position you feel may suit for me.

## Employment History

### Stewardess, Seamed Trading Shipping SRL, Italy

June 2022 – November 2022

- Supervisor and cashier at the ship restaurant
- Responsible to maintain the cleaning high standards at the restaurant
- Cabin and bridge cleaning maintenance
- Management of the provision stock list
- Cabins and storage inventory
- Laundry duties
- Assisted passengers with special needs, and served as a source of support.
- Aimed to achieve complete customer satisfaction.

### Serving staff, Bar Duna da Cresmina, Cascais

JANUARY 2018 – JUNE 2022

- Managing the delivery and set-up of food in a timely and safe manner.
- Developing and maintaining effective client and customer rapport.
- Interacting daily with guests to promote the restaurant brand.
- Working as a team member to ensure our customers a pleasant experience.
- Maintaining the highest standards of safety and hygiene.
- Helping to train new employees when needed.

### Stewardess, Belov: Underwater, Offshore and Port Engineering, Bahia

JANUARY 2016 – DECEMBER 2017

- Cleaning, sanitizing and preparing the storage room and common areas.
- Preparation of salads, desserts and other foods
- Preparation and organization of the crew mess
- Comply of the safety and hygiene drills
- Acquainted with the techniques of cleaning products
- Remained punctual and reliable at all times
- Remained calm and professional during high-stress situations.

### General Manager, Bessa Brasil, João Pessoa

JANUARY 2008 – DECEMBER 2015

- Effectively coordinated daily restaurant management operations, resulting in greater productivity and higher levels of customer satisfaction.
- Directed staff to achieve ultimate workflow and effectiveness.
- Altered the menu based on seasonal offerings and customer feedback.
- Maintained and managed inventories and scheduled orders accordingly.
- Addressed any problems or customer concerns appropriately.
- Appraised staff performance and provided constructive feedback.

### Serving staff, Hotel Village Premium, João Pessoa

JANUARY 2006 – DECEMBER 2007

- Worked as a team member to achieve the highest level of customer service.
- Worked in accordance with all health and safety standards.
- Worked to accommodate patrons with dietary preferences and restrictions.
- Upheld the high standards and extraordinary reputation of the Hotel.

## Education

### **Instituto Federal de Educação, Ciência e Tecnologia da Paraíba, João Pessoa**

JANUARY 2002 — DECEMBER 2005

Professional Maritime Education - Merchant navy

- Immense experience in providing all steward services on ship
- Sound knowledge of providing optimal level of customer services
- Wide knowledge of all cleaning practices and procedures
- Ability to monitor and resolve all complaints

### **Wall Street English School, Cascais**

OCTOBER 2021 — PRESENT

English Language Course – Level B1

- Grammar
- Learn how to make complete sentences
- Conversation with the teacher and students

## Certificates

- Certificate of competency as ships steward
- Certificate in human relations and social responsibilities
- Certificate of proficiency in personal safety and social responsibilities
- Certificate of proficiency in elementary first aid
- Certificate of proficiency in security awareness
- Certificate of proficiency in designated security duties
- Certificate of updated proficiency in fire prevention and fire fighting
- Certificate of updated proficiency in personal survival techniques
- ENG1 seafarer medical certificate
- Rescue course of the Portuguese Rescue Association
- Certificate of updated proficiency in survival craft rescue boats and fast rescue boats
- Level 2 in food safety catering
- All STCW updated course in August 2021