

## SUMMARY OF QUALIFICATIONS

- Enthusiastic and creative Master of Business Administration graduate with a Hospitality focus and passion for providing excellence in service resulting in customer loyalty and repeat clientele.
- Successful background in travel industry operations effectively guiding clients through comparing, selecting, and scheduling destinations.
- World wide experience documenting various travel through photography, videography and writing.
- Social media, website, and blogging expert.
- Ability to mentor and motivate staff and coworkers, and communicate across departments.
- Educated in event, meeting and convention management including sponsorship, exhibit coordination and marketing.
- Languages: English and Spanish (Proficient). Portuguese (Basic).

## CORE COMPETENCIES

Social Media Management | Content Creation (Reels, Images, Blog Writing) | Event & Tourism Management | Marketing & Promotions | Creative Problem Solving | Effective Verbal & Written Communication | Photography | Videography | Microsoft Office Suite | Team Leadership & Staff Mentoring | Detail Oriented | Adaptable | Team Player | Creative |

## EDUCATION

Keller Graduate School of Management, Orlando, FL December 2018  
MBA - Concentration in Hospitality Management

The Art Institute, Fort Lauderdale, FL September 2008  
Bachelor of Science in Digital Filmmaking – Video Production

## EMPLOYMENT HISTORY

Front Desk Agent: Home2 Suites by Hilton | Lake Mary, FL 2025 - present

- Efficiently manage check-ins and check-outs, ensuring a seamless guest experience.
- Offer personalized recommendations on local activities, dining, and attractions to enhance each guest's stay.

Social Media Manager: Jesús García Real Estate Team | Lake Mary, FL 2021 - 2025

- Managing social media campaigns to promote listings, open houses, and client services.
- Creating and edited video content for YouTube, enhancing client engagement and brand awareness.
- Guiding clients with real estate inquiries, including first-time home buyer guidance and investment properties.

Social Media Manager: Jolly Mon Pub & Grill | Big Pine Key, FL 2023 - 2024

- Developed and executed social media strategies to promote the restaurant and increase client engagement.
- Managed event promotions, increasing attendance and online interaction.

Social Media Manager: Mickey Finn's Irish Pub | Clermont, FL 2022 - 2023

- Designed social media content, including photography and graphics, to promote events and menu items.
- Engaged with clients both in-store and online, fostering strong relationships and a welcoming community presence.

Attractions at The Walt Disney Company | Bay Lake, FL 2021 - 2022

- Provided exceptional guest service at Spaceship Earth and other EPCOT attractions.
- Assisted with crowd control and maintained safety protocols during EPCOT fireworks and events.

Social Media Manager, 'Los hombres de Bolton' Book | Madrid, Spain 2012 - 2014

- Promoted book launches and events through social media platforms.
- Built and engaged a strong community of followers through strategic content marketing.

## FIELD RELATED EXPERIENCE

2021 - Present. AT: Noticias de Viajes (web page). Florida

- Writer & Social Media Manager for travel content, tips, and global destination highlights.

2017 - Present. Todo Sobre Florida (web page). Florida

- Writer, Photographer & Social Media Manager, creating travel guides and visuals on Florida tourism.

2008 - Present. Acceso Total 29 (web page). Spanish. Florida

- Writer & Video Editor, creating tourism content and coordinating with producers or event managers to cover their events.

2008 - Present. WandererYoss (web page). Florida

- Writer & Video Editor, creating tourism content. Social Media Manager.