



JANE Q. PUBLIC

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VIP Service ▪ Private / Corporate Travel Itineraries ▪ Special Requests / Services
Entertainment Coordination ▪ Event Hosting ▪ Multilingual Fluency ▪ Passenger Interaction
Tour Guide ▪ Staff Coordination ▪ Customer Service ▪ Interdepartmental Coordination ▪ Administration

CONCIERGE

Dynamic, solutions-oriented tourism / maritime professional with over eight years experience providing superior service to VIPs and clients of wealth, with a high degree of focus on professionalism and attention to detail. Possesses over 680 days of sea service with significant passenger interaction and contact. Well versed in directing and coordinating with front-line staff to ensure expedited and seamless service that exceeds customer expectations and standards of excellence. Brings an ever-positive attitude with a proven talent for conversation and social interaction. Fully knowledgeable of the value of proper task prioritization to ensure optimized passenger satisfaction. Technically proficient in maritime software such as Fidelio, MAPS, etc.

- Significant experience gained in the arrangement of off-site travel itineraries, dining and entertainment activities, and the coordination of staff in maintaining impeccable living quarters while operating as Owner and Consultant of Signature Management.
- Awarded *Certificate of Appreciation* for valuable service as translator to a German VIP passenger group (2006).
- Served as an interpreter for foreign passengers and translated the passenger newsletter for the *M/S King of the Seas*.
- Member of the International Guild of Professional Butlers.
- Fluent in English and German, experienced in Spanish, French, and Italian.

PROFESSIONAL EXPERIENCE

Ocean Blue Cruise Line – Los Angeles, CA

Confidential Secretary / Technical Coordinator ~ Safety Office

2004 – Present

Contribute to passenger safety and comfort by providing broad-based support for the Safety Office and affiliated departments. Assist and guide passengers during passenger emergency drill sessions. Maintain confidential training records; ensure accuracy and organization for quarterly DNV and corporate audit availability. Coordinate with various officers and departments to develop, plan, and execute training and follow-up curricula. Liaise regularly with the Personnel Department. Assisted the Personnel Manager by providing comprehensive support with administrative and employee-related functions.

- Developed the Safety Training Office from its inception to meet the needs of two new cruise ships; wrote office policy and procedures manuals.
- Credited with the successful coordination and facilitation of training for over 500 passenger station personnel.
- Selected as a Site Team and inaugural crew member of the *M/S King of the Seas*.
- Served on the revitalization project for the *M/S Ocean Queen*.

Ocean Blue Cruise Line – Los Angeles, CA and Honolulu, HI

Hotel Department / Butler

2003 – 2004

Provided individualized and personalized service to VIP passengers; coordinated with management and other team members to enhance the dining and valet experiences for prestigious international passengers. Coordinated with the Concierge to plan and arrange cocktail parties and other special events. Reviewed open task items to ensure proper priority and timeliness of execution.

- Served as the interpreter for foreign passengers; translated shipboard literature into German.
- Established a solid reputation among management and staff for proactive attention to detail and maintaining accepted social protocols when interfacing with VIP guests.

Pinnacle Management – Miami, FL

Consultant / Owner**1996 – 2003**

Provided comprehensive VIP level household and personnel management / support services to wealthy families in a private consulting role. Coordinated with staff to ensure heightened personal service with seamless service delivery. Recruited, interviewed, hired, trained, and terminated personnel as needed; conducted detailed training sessions with a focus on attention to detail, maintaining positive attitudes, and anticipating / addressing customer needs before they arise. Set up and managed employee work schedules.

- Coordinated travel itineraries, personal shopping, entertainment, dining, and security.
- Wrote household operational manuals and created job descriptions for household staff.

The Delicate Gourmet – St. Petersburg, FL

President / Senior Event Planner**1990 – 1996**

Directed start-up and daily operations of profitable event planning and catering enterprise. Organized all facets of scheduled events; forecasted personnel, resources, and time requirements. Managed up to 50 personnel during an event. Maintained operational and event budgets. Developed and documented operational policies and procedures. Networked in the community to increase public awareness and secure new business. Designed / implemented marketing strategies.

- Performed hosting duties as needed; interfaced with guests to ensure service satisfaction.
- Acted as a liaison between event team and clients / guests.

No Borders Travel Corporation – Weinheim, Germany

Independent Tour Operator**1988 – 1990**

Served as guide and/or escort on coach tours of Germany, France, England, Holland, Belgium, Switzerland, Austria, Italy, and Spain. Facilitated merchant visits during multi-day itineraries. Located and recruited new merchant accounts. Presented and sold excursions / activities for upcoming destinations. Developed relationships with passengers, and served as point person for inquiries and problem resolution.

- Marketed and conducted customized tours for VIP guests of five-star hotels in London and Paris; coordinated marketing efforts with hotel concierges.

MARITIME CREDENTIALS / TRAINING

- MMD Card and STCW Certificate with Lifeboatman Endorsement
- USCG Chief Purser COR – *issuance pending*
- USCG Approved Training – Instructor, Supervisor, and Assessor (Train the Trainer)
- USCG Approved STCW Training – Basic Safety, Water Survival (Lifeboatman), Crisis and Human Behavior, Crowd Management, Marine Fire Fighting, International Ship and Port Security, Drug and Alcohol Awareness and Specimen Collection.

TECHNICAL SKILLS

Fidelio Cruise Management System ▪ MAPS Magellan ▪ AMOS Planning and Inventory Software
MS Word ▪ MS Excel ▪ MS PowerPoint ▪ MS Outlook ▪ Internet

