

JENEVA RUBIE

PROFESSIONAL OBJECTIVE

Results-oriented and highly motivated professional with a diverse skill set and a strong commitment to excellence. Seeking a challenging position where I can utilize my skills and qualifications, to contribute to the success and growth of a dynamic organization. Professional and ready to deliver excellence, timeliness and keen attention to detail.

PROFESSIONAL EXPERIENCE

Celebrity Cruises | 01/2020 - 07/2023

Guest Relations Officer

- **Welcomed** guests aboard the cruise ship, **provided** a warm and friendly introduction to the onboard services and amenities.
- **Assisted** guests with embarkation and disembarkation processes, **ensuring** a smooth and pleasant experience.
- **Addressed** guest inquiries, concerns and complaints promptly and professionally, **strove** to exceed guest expectations.
- **Handled** guest reservations for specialty dining, shore excursions and onboard activities.
- **Coordinated** with various departments to **fulfill** guest requests and **ensure** seamless service delivery.

Sea Bell Resort | 06/2020 - 04/2022

Room Attendant

- **Performed** a variety of cleaning activities such as **sweeping, mopping, dusting** and **polishing** to guests' rooms.
- **Ensured** all rooms were cared for and **inspected** according to standards, **notified** superiors on any damages, deficits and disturbances.
- **Collaborated** with other housekeeping staff to **ensure** efficient and thorough room cleaning.
- **Greeted** and **assisted** guests in a friendly and professional manner, **providing** information about hotel facilities, services and local attractions.

Celebrity Cruises | 10/2018 - 01/2020

Nail Technician | Receptionist

- **Provided** a range of nail services, including manicures, pedicures, gel polish application and nail art.
- **Assisted** clients in **selecting** nail colors and designs, **offering** personalized recommendations.
- **Responded** to customer inquiries and **resolved** issues promptly and professionally, **achieving** customer satisfaction and retention.
- **Managed** appointment bookings and scheduling, **ensuring** efficient use of salon resources.

Contact

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Email

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Address

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Portland
Jamaica

Hard and Soft Skills

- Excellent Customer Service and Communication Skills
- Time Management and Prioritization
- Adaptability & Flexibility Skills
- Public Speaking Skills
- Reservation Management
- Teamwork & Collaboration
- Multitasking Skills
- Leadership and Staff Supervision
- Inventory Management and Organization Skills
- Cleaning and Sanitation Skills
- Food and Beverage Operations
- Planning & Coordination
- Keen Attention to Detail

Language

English

References

Available upon request

Carnival Corporation & PLC | 02/2017 - 11/2017

Nail Technician

- **Provided** high-quality nail care services to clients, including manicures, pedicures and nail enhancements.
- **Maintained** a clean and organized work station, **following** strict sanitation and sterilization protocols.
- **Engaged** with clients in a friendly and professional manner, **ensuring** a positive and relaxing experience.
- **Assessed** clients' nail conditions and **recommended** appropriate nail care treatments and products.

J & D Xquisite Nail Place | 01/2014 - 02/2016

Spa Manager

- **Led** and **managed** spa operations, including spa services, retail and guest relations.
- **Developed** and **implemented** spa programs, packages and promotions to **attract** and **retain** clients.
- **Oversaw** spa scheduling and appointment bookings to **optimize** resource utilization and **enhance** guest satisfaction.
- **Monitored** spa revenue and expenses, **working** within budget guidelines to **maximize** profitability.
- **Provided** exceptional guest service, **addressed** and **resolved** guest concerns promptly and professionally.

Mama Joe's Restaurant and Bar | 02/2012 - 12/2013

Waitress

- **Greeted** and **seated** guests, **providing** them with menus and **answering** any questions they have.
- **Managed** reservation bookings, **ensuring** efficient seating and table arrangements, **provided** attentive and efficient service throughout the meal.
- **Offered** suggestions and recommendations on food and beverage selections based on guests' preferences.
- **Took** orders accurately **recording** them and **ensuring** special requests are **communicated** to the kitchen.

EDUCATION

Heart Trust NTA | 01/2019 - 08/2019

- Public Area Attendant and Housekeeping Certification

Steiner Training Academy | 04/2013

- Receptionist and Nail Technician Certification

Port Antonio High School | 09/2003 - 06/2008

- High School Diploma