

MARIA CAMPBELL

Phone
(226) 501-9664

Email
campbellcateriano.mariagracia@gmail.com

Location
Guelph, Ontario

PROFESSIONAL SUMMARY

- Dynamic, creative, and proactive, aimed at improving processes and providing excellent customer service with extreme attention to detail.
- Over 8 years of experience working with vendors and final customers.
- Respectful, capable of taking action and generating ideas to promote a warm and stable work environment.
- Expert in developing floral concepts and designs for events and editorials.
- Fluent in oral and written English and Spanish.

SKILLS & CERTIFICATIONS

Bilingual (English and Spanish)

Smart Serve

Traincan Food Handler

First Aid/CPR

Outlook

Microsoft Office – Word, PowerPoint, Excel

Social Networking – Facebook, Instagram, LinkedIn

Floral concept and design

Flower handle and care

Nikon professional camera basics

Professional cooking skills

Charcoal drawing

EDUCATION

MAY 2022 - PRESENT

DIPLOMA - EVENT PLANNING | CENTENNIAL COLLEGE
School of Hospitality, Tourism, and Culinary Arts

OCT 2021

FLORISTRY. SYSTEM APPROACH | FLORAL STYLE ARTWORK

APR 2018

BASIC PHOTOGRAPHY | FUERA DE FOCO INSTITUTE

SEP 2017 - OCT 2017

MODERN ART & IDEAS | MOMA

MAR 2008 - DEC 2013

BACHELOR - SERVICE MANAGEMENT IN F&B | UNIVERSIDAD DE PIURA
School of Hospitality and Food & Beverage

EMPLOYMENT HISTORY

APR 2023 - PRESENT

GUEST EXPERIENCE EXPERT | **Delta Hotels and Conference Centre Guelph**

- Set-up event spaces following the BEO making sure that all items are set in the hotel's standards.
- Serve food and beverage to guests providing a high level service and according to The Marriott brand standard.
- Cleared and teared down of events leaving the space ready for the next set-up.
- Maintained an organized work environment with constant cleaning of the serverly and event spaces.

JUN 2022 - DEC 2022

FLORAL DESIGNER | **Fresh Market Farms**

- Created and designed all floral works: retail and wedding arrangements.
- Replied to wedding inquiries with accurate proposals and hold creative sessions with brides.
- Organized and planned floral and staff requirements for weddings.
- Elaborated breakdown reports and profit analysis for all events.
- Managed a 5-10 team depending on the operational schedule.

MAY 2019 - JAN 2022

FLORAL DESIGNER AND BUSINESS OWNER | Efir Flower Shop

- Created and design all floral works as detailed by the clients.
- Kept accounting records for all operations and made sure that all expenses are efficiently spent.
- Developed marketing strategies which included social media platforms (with more than 3000 followers on Instagram), collaborations, and branding.
- Designed and develop creative work for editorials in conjunction with other brands in the industry.
- Photographed all the works of the shop.
- Improved customer service and design processes as well as implemented work methods to increase production capacity.

AUG 2015 - JUL 2016

SALES COORDINATOR - FOODSERVICE | Redondos S.A.

- Planned the commercial operations of the area and strategies for each business line as well as prepared and controled sales and quality indicators.
- Monitored the level of service provided to each client, prioritizing key accounts. and promote the increase of their sales.
- Proposed together with the Head of Sales to the Marketing area the development of new products, according to the needs of the market.
- Managed a team of 3 persons to cover the sales of over 80 clients.
- Improved customer relationships through processes that ensure effective communication as well as work methodology achieving a more orderly and efficient area.

MAR 2015 - JUL 2015

TELEMARKETING EXECUTIVE- FOODSERVICE | Redondos S.A.

- Created and implemented strategic plans to increase the client portfolio and sales volumes for current clients.
- Programed and monitored the daily dispatch routes, solving problems that may arise during the respective dispatch.
- Maintained constant and efficient communication with clients as well as received daily orders from customers.

JAN 2014 - AUG 2014

MANAGER | Domus Restaurant

- Prepared personnel sheets and execute payments.
- Supervised over 15 employees in the back and front of the house.
- Managed all supplier's orders and their payments.
- Prepared monthly financial reports.
- Controled the correct utilization of resources by keeping detailed records.

JUL 2009 - FEB 2011

EVENTS ASSISTANT AND HOST | Huaca Pucllana Restaurant

- Assisted in event planning, budgeting, and monitoring the execution of events; as well as coordinated and attend any client meetings.
- Welcome guests and organize reservations to ensure great customer service.
- Supervised front-of-the-house operations and communicate constantly with the restaurant manager about any issues.
- Helped clients with their claims and complaints and followed the right protocol to ensure that the problem was resolved.

VOLUNTEER WORK

APRIL 2023

VOLUNTEER | RC Show

- Assisted the VP Room: re-stocking all displayed items, maintained the space clean and organized and, attend any guest needs.
- Guided guest speakers to their assigned stage.

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Flower Moxie

To Whom it may concern,

Please accept my resume as an application for the position of Custome Designer. I am an experienced florist who had a previous business with over 8-year of experience in customer service.

My experience in different fields has allowed me to understand and work with a diverse group of customers. My strengths include organization, creativity, and effective communication. While working as a florist and business owner I mastered my ability to work quickly and maintain superior and consistent customer service.

I am dedicated to always improving as a professional and learning from every experience. Thank you so much for considering me for this role; I am ready for the next adventure in life and would love the opportunity to discuss my qualifications in person.

Yours truly,



Maria Campbell

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PROFESSIONAL REFERENCES

Robyn Maude

Owner

Bloom+Flora

182 Woolwich St, Guelph ON N1H

(519) 265-3505

info@blossomsandflora.com

Note: Ms. Maude hires my freelance work during high season and special events.

Susan McKenchie

Owner

Fresh Market Farms

521 Concession Road 6 East, Hamilton, ON L0R 1V0

(416) 987-4169

susan@freshmarketfarms.ca

Note: Ms. McKenchie was my manager from June 2022 to December 2022.

Tanya Smither

Professor

School of Hospitality, Tourism & Culinary Arts

Centennial College

941 Progress Avenue, Toronto, ON

(416) 888-4321

tsmith@my.centennialcollege.ca

Note: Ms. Maude hires my Sales and Sponsorship professor at Centennial College from September 2022 to December 2022.