

MÁRIA CAMPBELL

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PROFESSIONAL SUMMARY

Dynamic, creative, and proactive, aimed at improving processes and providing excellent customer service with extreme attention to detail. Over 10 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.

SKILLS & CERTIFICATIONS

Bilingual (English and Spanish)	Social Networking – Facebook, Instagram, LinkedIn
Smart Serve	Canva
Traincan Food Handler	Floral concept, design, handle and care
First Aid/CPR	Nikon professional camera basics
Outlook	Professional cooking skills
Microsoft Office – Word, PowerPoint, Excel	Charcoal drawing

EDUCATION

MAY 2022 - AUG 2023	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
MAR 2008 - DEC 2013	BACHELOR - SERVICE MANAGEMENT IN F&B UNIVERSIDAD DE PIURA School of Hospitality and Food & Beverage

EMPLOYMENT HISTORY

SEP 2024 - PRESENT	EVENT COORDINATOR Cutten Fields Golf Club - Develop and plan all aspects of events, from concept to completion, creating efficient and clear Banquet Event Orders. - Communicate directly with clients and members to understand their needs, preferences, and vision for the event. - Create and manage detailed event timelines and budgets, ensuring everything stays on track and within financial limits. - Elaborated billing, sent invoices, and tracked post-event client satisfaction. - Created promotional materials, event invitations, and signage in collaboration with the marketing team.
FEB 2024 - SEP 2024	F&B SUPERVISOR Delta Hotels and Conference Centre Guelph - Supervised the Event Centre's operation ensuring that events run according to the BEO and the convener's requests. - Managed over 15 staff members, supporting the team's needs so they set up for success while giving a great experience for our guests. - Attend coordination meetings with other departments and elaborate billings and post-event reports.
APR 2023 – FEB 2024	GUEST EXPERIENCE EXPERT Delta Hotels and Conference Centre Guelph - Set-up event spaces following the BEO making sure that all items meets the hotel's standards; cleared and teared down of events. - Serve food and beverage to guests providing a high level service and acording to The Marriott brand standard. - Maintained an organized work environment with constant cleaning of the servery and event spaces.

JUN 2022 – OCT 2023	FRELANCE FLORAL DESIGNER • Created and designed floral works: retail and wedding arrangements. • Replied to wedding inquiries with accurate proposals and held 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 2018 – JAN 2022	FLORAL DESIGNER AND BUSINESS OWNER Efir Flower Shop • Replied to wedding inquiries with accurate proposals and held creative sessions with brides. • Created and designed all floral works as detailed by the clients. • Kept accounting records for all operations and ensured all expenses were efficiently spent. • Developed marketing strategies which included social media platforms (with more than 3000 followers on Instagram), collaborations, and branding. • Designed and developed creative work for editorials in conjunction with other brands in the industry. • 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. • Prograded 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.