



DEANA

Luxury Hospitality Professional

Miami, FL · [REDACTED] · [REDACTED]
English (Native) · Arabic (Intermediate) · Spanish (Beginner)

PROFILE

Polished luxury hospitality professional with a background spanning private and charter yacht service, high-end waterfront dining, and luxury retail. Known for an instinctive ability to anticipate guest needs, maintain impeccable standards, and deliver seamless experiences in exclusive, high-pressure environments. Equally adept working autonomously and as part of a close-knit crew. Holds a graduate degree in counseling — an asset in emotional intelligence, discretion, and communicating with ultra-high-net-worth principals and their guests with sensitivity and poise.

CORE COMPETENCIES

Luxury Hospitality · VIP Guest Services · Guest Relations · Adaptability Under Pressure
Provisioning & Inventory Management · Conflict Resolution · Punctuality · High Attention to Detail · Ability to Delegate
Discretion & Confidentiality · Multi-Cultural Communication · Team Collaboration · Financial Management

PROFESSIONAL EXPERIENCE

Yacht Stewardess

May 2026 – Present

[REDACTED] Charters · Miami, FL

- Delivered personalized, anticipatory service to private and charter guests aboard luxury vessels up to 98 ft, maintaining a seamless and effortless guest environment throughout each voyage.
- Oversaw all interior operations including cabin turndown, presentation standards, linen care, wardrobe management, and special amenity setup.
- Managed provisioning, inventory, and galley organization to ensure readiness for last-minute itinerary changes and spontaneous guest requests.
- Executed refined table settings, multi-course meal service, and curated beverage programs tailored to individual guest preferences.
- Maintained composure and professionalism in dynamic, offshore environments; collaborated closely with captain and deck crew to optimize guest satisfaction.

Server

Aug 2025 – May 2026

[REDACTED] · Virginia Beach, VA

- Provided elevated service in a waterfront formal dining environment catering to discerning local and tourist clientele.
- Managed full guest journeys — from welcome through departure — ensuring personalized attention and consistent high standards throughout.
- Leveraged strong product knowledge to deliver tailored menu recommendations, enhancing guest satisfaction and average spend.
- Supported cross-functional front-of-house operations including hosting and team service during high-volume periods.
- Coordinated social media marketing content.

Independent Contractor — Behavioral Health

Sept 2016 – May 2026

Multiple Agencies · Virginia

- Cultivated trusted relationships with clients from highly diverse backgrounds, exercising exceptional discretion, empathy, and professional composure.

- Managed complex coordination across clients, families, and multidisciplinary teams to reach client health goals.
- Developed finely tuned interpersonal instincts in reading needs, de-escalating tension, and adapting communication style for each client.

Lead Server

Mar 2024 – Mar 2025

██████████ · Virginia Beach, VA

- Responsible for coordination between management, kitchen, and waitstaff. Managed VIP tables and ensured overall high-quality dining experience to boating guests at a high-volume waterfront marina restaurant.
- Thrived in a fast-paced, team-service model; consistently maintained guest satisfaction while managing multiple competing priorities.

Luxury Sales Specialist

May 2012 – Dec 2016

██████████ Group · Leesburg, VA

- Represented premium watch brands in a luxury retail environment, delivering white-glove client experiences and personalized consultations.
- Cultivated repeat clientele through relationship-based selling and consistently exceeded sales targets.
- Upheld rigorous visual merchandising and brand presentation standards reflective of the luxury tier.

Event Specialist

May 2012 – Aug 2016

██████████ · Washington, D.C.

- Planned, organized, and executed meetings, parties, and corporate functions at a dual-concept Modern American restaurant that transitioned nightly into a high-energy nightlife lounge.
- Managed VIP sections during nightlife programming, delivering discreet, attentive service to high-profile guests while maintaining an elevated experience under a fast-pace, high-stakes atmosphere.

EDUCATION

Master of Science — Clinical Psychology

2026

██████████ University

Bachelor of Arts — Psychology, Sociology Minor

2016

██████████ University, ██████████