JOCELYN [redacted]

DAY STEWARDESS | HOSPITALITY • COCKTAIL SERVICE • GUEST EXPERIENCE

Tampa Bay, FL | [redacted]



PROFESSIONAL PROFILE

Friendly, polished hospitality and operations professional with 3 years of hands-on serving, bartending, and cocktail-service experience, combined with professional experience managing clients, operations, schedules, and fast-moving priorities. Skilled at creating a welcoming guest experience, anticipating needs, staying composed under pressure, and maintaining high standards of cleanliness and presentation. Seeking day-stewardess opportunities with private and family-oriented yachts in Tampa Bay.

HOSPITALITY EXPERIENCE

Cocktail Server | [redacted] **Utah** | 2 Years

• Provided attentive, personable cocktail service while managing multiple guests and competing priorities in a fast-paced environment.

• Built rapport with guests, anticipated needs, and delivered polished, friendly service throughout the guest experience.

• Maintained a clean, organized, and presentable service area while working efficiently with the broader team.

• Handled guest requests and concerns with professionalism, composure, and a solutions-focused attitude.

Server & Bartender | [redacted] **Utah** | 2 Years

• Delivered attentive table service in a high-volume restaurant environment while maintaining accuracy and strong guest relationships.

• Managed multiple tables, food and beverage orders, payments, and special requests while staying organized under pressure.

• Maintained high standards of cleanliness, presentation, and service throughout each shift.

• Collaborated with kitchen, bar, and front-of-house staff to provide a smooth and positive dining experience.

PROFESSIONAL EXPERIENCE

Operations Manager | [redacted] | Aug 2025 – Present

• Manage day-to-day operations, workflows, schedules, and competing priorities in a fast-paced client-service environment.

• Serve as a primary point of contact for clients, maintaining a professional, responsive, and solutions-focused experience.

• Coordinate projects and follow-ups across multiple stakeholders while ensuring deadlines and quality standards are met.

• Perform detailed quality assurance and proactively identify issues before they affect clients or final deliverables.

• Support executive-level operations and handle sensitive information with discretion and professionalism.

Client Success / Operations | [redacted] | Previous Role

• Managed client communications and helped ensure a smooth, high-touch customer experience.

• Coordinated workflows, timelines, revisions, and approvals across multiple active accounts.

• Balanced multiple priorities while maintaining accuracy, responsiveness, and professionalism.

CORE SKILLS

Guest Experience • Cocktail & Beverage Service • Food Service • Professional Communication • Cleanliness & Presentation • Attention to Detail • Multitasking • Organization • Teamwork • Problem Solving • Discretion • Adaptability

EDUCATION

Bachelor of Science, Business Management | Graduated May 2024

YACHT INDUSTRY FOCUS

Seeking day-stewardess opportunities in the Tampa Bay area, particularly private and family-day yacht work. Brings 3 years of hospitality experience, strong guest-service instincts, polished communication, reliability, and a genuine willingness to learn yacht-specific service standards and procedures.