**Flor Duarte**

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**PROFILE**

With seven years of food and beverage experience and four years of hospitality experience, I am currently enrolled in the Biotech Career Foundations certificate program designed by Bioversity in partnership with the Massachusetts College of Pharmacy and Health Sciences. During the eight-week course we received training on a variety of technical skills including lab equipment and supplies, lab safety, inventory management, and CO2 and liquid nitrogen tank safety. My hospitality background, combined with my transferable soft skills and technical skills from the program make me well-suited to transition into an early-career role in the life sciences.

**EDUCATION**

**Bioversity – Biotech Career Foundations** September 2024-Present

Certificate of Completion

**Somerville High School**  September 2009-June 2013

High School Diploma

**EXPERIENCE**

**Operation Supervisor**

**Courtyard By Marriott, Hersha Hospitality**, Brookline, MA April 2021-Present

* Supervise and communicate between different departments (Front desk, Bistro, Housekeeping, and Sales) to make sure day to day operations run smoothly.
* Create and place orders in “Birchstreet” procurement system while maintaining an updated and organized inventory list for the Kitchen.
* Train new team members in Property Management System (PMS) use, safety policies and procedures; created training manuals for front desk PMS systems
* Assist accounting manager in balancing tax exemptions and creating parking contracts in order for the hotel to maintain a better financial standing.

**Front Desk Agent/ Night Auditor**

**Holiday Inn Express, Hersha Hospitality**, Cambridge, MA January 2020-April 2021

* Managed the guest check-in and check-out process, ensuring a smooth experience while addressing guest concerns to enhance overall satisfaction during their stay.
* Handled guest accounts and folios, ensuring accurate billing and timely payments of guest accounts.
* Provided excellent customer service by assisting guests with information about the local area and the hotel, enhancing their overall experience during their stay.

**Cook/Kitchen Supervisor**

**State Street Pavilion Fenway Park, Aramark,** Boston, MA March 2012- January 2020

* **Buffet Supervisor (2015-2020)**: Managed and led kitchen staff to ensure smooth operations and quality service; Placed orders and maintained inventory for the kitchen.
* **Buffet Cook (2013-2015)**: Cooked dishes in front of customers, following their request.
* **Line Cook (2012-2013)**: Operated efficiently in a fast-paced, high-pressure environment, ensuring timely and accurate order fulfillment while consistently maintaining a safe and clean workspace.

**SKILLS**

* Adaptability: Demonstrated the ability to adapt to new work environment and new roles assigned to me within the company allowing me to be able to troubleshoot problems that may arise at various levels within the company.
* Persistence: My persistence has enabled me to grow in every job opportunity. Thriving in environments where mentorships are available, as a strong willingness to learn has consistently opened new doors for new career opportunities.
* Communication: This skill is important in any job, including in the hospitality industry and the food and beverage industry. It has helped me provide better customer service and foster better relations my coworkers.

**LANGUAGES SPOKEN**

Fluent in English and Spanish