

MARIEL IRAM CHAN SANCHEZ

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Dedicated business management student with a solid foundation in hospitality operations and project management. Proven ability to thrive in dynamic environments, leveraging strong organizational skills to oversee successful projects. Adept at applying business principles to optimize operational efficiency and enhance customer satisfaction. Eager to contribute hands-on experience and academic knowledge to a progressive team in the business management field.

Multitasking
Customer Focused

Attention to Detail
Time Management

Team Player
Organization

WORK EXPERIENCE

Housekeeper - Best Western Plus Sands, Vancouver, BC

July 2023 - Current

- Respond promptly to guest requests for supplies and urgent cleaning services, ensuring a high level of guest satisfaction.
- Maintain cleanliness and organization of guest rooms in compliance with hotel standards and housekeeping manager's expectations.
- Replenish room amenities, including toiletries, drinking glasses, and coffee supplies, to ensure guests' comfort.
- Efficiently stock and manage room attendant carts with necessary cleaning supplies and amenities.
- Conduct thorough inspections of rooms post-cleaning to guarantee readiness for guest occupancy.
- Assist in maintaining the overall cleanliness and presentation of hotel common areas.

Hostess - Micaela, Merida, Yucatán

May 2021 - June 2023

- Scheduled and managed reservations, ensuring efficient table allocation and minimizing wait times.
- Oversaw front-of-house operations, warmly welcoming guests and coordinating seating arrangements.
- Attended guests' specific requirements, such as arranging child booster seats, to enhance their dining experience.
- Communicated effectively with customers and restaurant staff to promptly address concerns, ensuring guest satisfaction.
- Monitored dining services, checking on tables and informing servers or management of any guest concerns to ensure seamless operations.
- Assisted in preparing the dining area before each service, maintaining a welcoming and organized environment.

Assistant Researcher - INAH (Instituto Nacional de Antropología e Historia), Yucatán, Mexico
January 2021 - April 2021

- Conducted and oversaw data collection and analysis under the supervision of senior staff.
- Disseminated research findings through various channels, including the production of internal technical reports.
- Performed additional duties as assigned, relevant to the position.

Architect & Project Management - Estudio de Arquitectura (STUDIO A), Mérida, Yucatán, México
October 2019 - June 2023

- Developed project criteria, scope of services, detailed work plans, drawing lists, schedules, and resource requirements (staff, technical, budget) throughout the project lifecycle.
- Coordinated with project consultants, including electrical, mechanical, and structural teams.
- Resolved complex design and technical issues, ensuring high standards of quality.
- Managed client relationships, actively fostering and developing these connections throughout the project process.
- Ensured projects are delivered efficiently by managing resources effectively and achieving scheduled milestones.
- Conducted site reviews and oversaw construction administration to ensure compliance with project specifications and timelines.

Server - La Vicenta, Cancún, Qunt Roo

August 2015 - July 2016

- Accurately recorded food and beverage orders, serving customer requests to the highest standards of service.
- Maintained comprehensive product knowledge of the menu and daily specials to enhance guest experience.
- Efficiently communicated food orders to kitchen staff, ensuring clarity and timeliness.
- Promptly and efficiently cleaned and reset tables for incoming customers, significantly reducing wait times.

EDUCATION

Co-Op Diploma Business Management

Arbutus College - Vancouver, BC

June 2023 - Current

Bachelor's Degree Architecture

Universidad Marista Mérida - México

August 2016 - June 2021

VOLUNTEER EXPERIENCE

University Event Coordinator - Universidad Marista Mérida, México

September 2016 - May 2021

- Organized events for the University and its community.
- Built and developed relationships with sponsors to increase event participation, funds, and engagement, including the development of effective and impactful sponsorship partnerships.
- Collaborated with the Marketing and Communications Manager to create and distribute effective marketing materials, including content creation and material development.