



Olivia Thomson

Crew Member

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PLACE OF BIRTH San Antonio

DRIVING LICENSE Full

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01 PROFILE

Top performing Crew Member with five years' experience working in Cruise Liner kitchens and culinary settings. Proven track record of success in preparing food items according to established recipes as well as designing unique menus. Approachable and diplomatic with an inherent ability to work diligently and proactively in a fast-paced food and beverage setting. Currently completing a Bachelor's in Hotel Management.

02 EMPLOYMENT HISTORY

Jul 2017 – Present

Miami, Florida

Senior Crew Member at CNC Luxury Cruises

Was part of a team handling daily guest entertainment concerts, a weekly formal captains ball and the farewell banquet at the end of each cruise totaling between 300 and 1000 guests.

- Host, coordinate and organize recreational, entertainment and social activities
- Assist guests with embarking and disembarking procedures as well as safety drills
- Welcome guests aboard and present guided tours of the facilities
- Socialize with guests during deck activities
- Acts as an assistant emcee (master of ceremonies) to inform and entertain small and large groups of guests during special events and shows such as Welcome Aboard Show, Theme Nights, Talent Shows and Captain's Cocktail Party, Guests
- Accompany passenger on shore tours at ports of call

Oct 2015 – Mar 2017

Reston, VA

Food & Beverage Crew Member at Delta Aviation

Introduced large packs to be dispensed in smaller packages for customers which reduced condiments cost by 50%.

- Responsible for passenger service duties, which include the manning of check-in counters for departing passengers, as well as arrival and departure gates
- Attend to customers before, after and in between flights
- Take reservations and issue tickets

- Verify passenger identification and print boarding passes
- Assist travelers with baggage check-in
- Conduct security screenings of passengers and their baggage items

03 EDUCATION

Sep 2017 – Present

Dallas, TX

Sep 2015

Austin, TX

Texas State University

Bachelor of Hotel Management & Administration

Austin Girls Secondary School

High School Diploma

04 SKILLS

Social Media



Customer Services



Menu Preparation



Culinary Techniques



Guest Relations



Events Planning & Organization



Food Service



05 COURSES

Apr 2018

Fundamentals of Project Management at Project Management Institute, Online

Apr 2016

Certificate in Advanced Culinary Techniques at Tampa Chefs Academy, FL

Feb 2015

IATA Cabin Crew Course at The Crew Academy, CO

06 LANGUAGES

English



Spanish



French



German



07 INTERNSHIPS

Sep 2012 – Apr 2015

Atlantic City, NJ

Junior Crew Member at KLC Diner

Part time position during weekends and school holidays.

- Responsible for the cash register and taking orders
- Ensure that counters, tables, and server stations are sanitary at all times
- Portioned food orders and wrap appropriately for take away customers
- Plate food and serve it to patrons
- Place food trays over food warmers during service
- Scraped leftovers into garbage containers

08

Sep 2014 – Present

Miami, FL

Trainer at the Culinary Institute of Junior Chefs

Present cooking classes to high school students to introduce them to the culinary industry.