**Andy Vicente**

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* **Catering assistant with 7+ years of experience in the Hospitality and Tourism industry.**
* Involved in organising events of **over 400 attendees** across multiple venues.
* Provided excellent front and back office services across several venues.
* Quick learner and excellent team player.

**Education & qualifications**

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| **University of Surrey** | ***2022 – 2023*** |

**MSc Management** (1-year taught master)

*SETsquared Partnership IKEEP Programme Intrapreneurial Training Award:* learning key skills to take an intrapreneurial approach to problem solving, innovation management and team working organised. Gained insights into intrapreneurial approaches, value creation and business models.

**Skills gained:**

* Critical thinking
* Risk management.
* Teamwork, task planning, management and control.

Successfully completed the University of Surrey Employability Award Plus

**Tourism School. University of Havana, Cuba.**

**Degree:**

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| **BSc Tourism Management** | Upper Second-Class Honours | ***2011 – 2016*** |
| Modules studied include: |
|  *Restaurant Management, Management of Leisure and Recreation Facilities, Public Relationships in Tourism, Negotiation in Tourism, Promotional Communication.* |

**Relevant experience**

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| **Scattergoods Agency** |
| **Catering Assistant (Part-time)** | *Nov* ***2022*** *– Aug* ***2023*** |
| * Applied flexibility, adaptability and quick learning to fit in the regularly changing and fast-paced environment of working in a different restaurant every day.
* Utilised positive attitude, emotional intelligence and effective communication to engage and connect with the different dynamics in changing teams.
* Used my goal-oriented personality and self-motivation to seamlessly transition from location to location and perform at the same level as the local team.
* Work sites included: Brooklands Museum, Hersham Squires Garden Centre, Cobham Squires Garden Centre, Surrey Sports Park’s The Bench Café and Bar, Guildford County Club, Lakeside Restaurant, Hunters’ Lodger Garden Centre, Chelsea FC Training Grounds, JTI UK, Hyundai Motors UK, Allianz Guildford, The Snooty Fox and G Live Theatre Guildford.
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| **Hotel H10 Panorama** |
| **Hospitality Management Internship** | *March* ***2014*** *– August* ***2016*** |
| * Mastered the service process at the buffet and a la carte restaurants.
* Developed extreme attention to detail to ensure that clients received the services they requested.
* Mastered the use of various digital hospitality booking and management systems.
* Developed exceptional knowledge of all facilities and services as the main point of contact for guests.
* Developed highly integrated teamwork and communication skills.
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| **Sunwing Vacations** |
| **Touristic operations supervisor** | *June* ***2018*** *– April* ***2020*** |
| * Represented the tour operator onsite, assisting clients during their stay and selling local tours and other services.
* Organised information meetings with clients upon arrival.
* Dealt with enquiries and reclamations.
* Developed strong resilience and problem-solving abilities as well as quick information sourcing and negotiation skills.
* Arranged and followed up the delivering of services across diverse tours.
* Closed sales for an equivalent of up to $30,000.00 per month.
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| **Gaviota Tours S. A.** |
| **Events sales specialist** | *December* ***2016*** *– May* ***2018*** |
| * Managed business accounts with monthly transactions in excess of $500,000.00. Quoted, promoted and sold services for medium and large events throughout Cuba.
* Led multidisciplinary teams to coordinate all the details of the travel experiences offered in several locations throughout the country.
* Acted as an intermediary between a wide range of international clients such as specialist tourist groups, academic lecturers, international government missions, press delegations and national local authorities and suppliers, creating strong links between them and the company.
* Provided on-site support during the events, acting as representative of the company.
* Worked closely with numerous front desk and reservations teams to book, assist and later conciliate large groups of guests.
* Developed a high level of responsibility and autonomy in decision making.
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| **Other experience:** |
| **University of Surrey** |
| **Peer Assisted Writing and Learning Schemes Mentor** | *February* ***2023*** *– August* ***2023*** |
| **Business Consultant** | *March* ***2023*** *– June* ***2023*** |
| **Urban data Collective** |
| **Intrapreneurial Consultant Placement** | *February* ***2023*** *– April* ***2023*** |
| **Self-employment** |
| **Marketing and Strategy Consultant** | *March* ***2022*** *– September* ***2022*** |
| **Empresa de Servicios Asociados al Envase (ESAE)** |
| **Director of Organisation and Control** | *June* ***2021*** *– June* ***2022*** |
| **Quality Management Senior Specialist** | *January* ***2021*** *– June* ***2021*** |
| **Quality Management Specialist** | *June* ***2020*** *– December* ***2020*** |

**Additional skills**

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| **IT** | Proficient in MS office including advanced Excel skills. Basic SPSS. Experience with GDS and booking systems like Amadeus, SABRE, the suite Zun and eTravel. |
| **Languages** | Fluent English and Spanish. Basic Italian and German. |

***References available on request.***