



Ednizer Tomas

Perceptive and dedicated, I can take on multiple responsibilities with competence and good cheer.

📍 London, UK

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Links

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Languages

English (Native)

Portuguese (Native)

About

I'm a warm charismatic, creative and social person. With these habits, I thrive in diverse roles. My qualities propel my success particularly when I work with others. As an employee, I push myself to prove my merit. Perceptive and dedicated, I can take on multiple responsibilities with competence and good cheer. As a colleague, I stand out for my desire to collaborate. I'm always looking for opportunities to create win-win situations and help coworkers reach their full potential, an environment where anyone, whatever their job title can feel comfortable expressing their opinions and ideas. I can excel in people-oriented fields, such as human resources, event management, recruiting, and public relations. I am especially motivated in positions where I can guide others, learn, grow and become more independent. Wherever I work, I rarely lose sight of the core mission: to improve people's experiences. I intuitively pick up on the needs of my clients or customers and then I draw on their creativity to meet these needs in innovative, unexpected ways. I bring sincerity and integrity to; sales, customer service, marketing, advertising, and product development jobs. Versatile and insightful, I have a wealth of strengths in my workplace. But with altruistic, creative spirits, I almost inevitably find ways to use my work – whatever it might be – to contribute to the greater good.

BRANDS WORKED WITH

- Gap
- Mace Brand
- Parkers Tavern
- Sycamore Vino Cucina
- THE LEYS SCHOOL
- THE VARSITY HOTEL & SPA
- Union Anglia Ruskin University

Experience

● Sycamore Vino Cucina | Mar 2023 - Sep 2023

During my time as a receptionist at Middle Eight (Sycamore Vino Cucina), I was responsible for creating a good impression and creating a pleasant customer experience, as well as controlling and managing the restaurant reservations, income calls, as well as private events that were held there. Before we began our shift, I was responsible for ensuring that the tables were set up and checking with the chef if there were any special occasions or allergy sheets that needed to be filled out. After the completion of a shift or week, I was required to prepare a report which included the day's activities, the number of guests, and reservation information, as well as reporting the sales for the day/week to management.



● Production Assistant

Mace Brand | Jan 2022 - Sep 2022

In partnership with the founder of MACE, I helped develop, order, and track samples from prototypes for their clothing brand. Communicate with vendors regarding timing and action. Keep track of garment adjustments. Follow a time-sensitive timeline. Ensure that all garment adjustments are completed on time and to the highest standards as well as plan strategies for digital marketing.

● Receptionist

Parkers Tavern | May 2021 - Mar 2022

I worked as a receptionist in a high-end hotel, part of the Marriott group in Cambridge. My duties were welcoming the guests, providing them with the highest quality service, prepared the dining room for special functions. I was managing guest bookings and reservations, answering phone calls, and monitoring dining room and guest flow to maximise table usage and minimise wait times by number. I have resolved guest and employee complaints, maintaining customer satisfaction and workforce effectiveness. This work experience enhanced my time management, organisation, administration and communication skills.

● Events Assistant

Union Anglia Ruskin University | Feb 2021 - Nov 2021

While completing my degree, I have been part of the events team management at the student union. My main role was assisting and helping with the open day events such as student awards, clearing days and freshmen's week, ensuring smooth operations and achieving the result of the same. Produced event proposals, designs and budgets. This experience helped me gain confidence in verbal and written English, time management and attention to detail.

- **Customer Service Assistant**

THE LEYS SCHOOL | Dec 2019 - May 2021

Handling all incoming customer/students queries and questions. Providing the appropriate service and information or referring students and clients to another department. Referring problematic issues that they cannot solve to management. Check and provide the right information about students allergies

- **Night Receptionist**

THE VARSITY HOTEL & SPA | Aug 2019 - Dec 2019

Prepare the hotel for the morning shift, supporting multiple departments based on demand.

Greeted and welcomed guests on arrival, completed check-in procedures, and provided room keys. Completed corridor checks and noise patrols to maximize guest satisfaction. facilitated an approachable point of contact for guests to direct comments, queries, and feedback throughout the night. Effectively dealt with all inquiries throughout the night shift. Kept the reception area clean and neat to give visitors a positive impression of the company.



- **Sales Assistant**

Gap | Jul 2019 - Feb 2020

Operates cash register and handles cash payments and credit card processing Handles refunds, exchanges and returns customer records in the company database as required Research promotion details, and regular, and special prices to resolve pricing discrepancies Interacts with customers, offering assistance and responding to queries about products and purchases Provides recommendations according to customer needs or preferences Documents sales by updating customer records Stays up to date with sales trends for better service and achievement of sales

Education & Training

2018 - 2022

- **Anglia Ruskin University**

Bachelor's degree, Drama and Dramatics/Theatre Arts, General,