

# MAVEN GRAYSTON FERNANDES

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## **OBJECTIVE**

A highly resourceful, flexible, innovative and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organizing a wide range of administrative activities. Well organized and an excellent team player with a proven ability to work proactively in a complex and busy office environment.

## **WORK EXPERIENCE**

### **SUNDOWNER EVENTS (December 2019- Present)**

#### **Job Profile: Event Coordinator, Musician**

- Day-of contact for guests while guiding them through the night and keeping the timeline on schedule.
- Coordinated with external vendors for deliveries and answered questions about the venue.
- Planning, Scheduling of Events, making budget blueprints for the clients as per service requirements.
- Worked as a part time musician(guitar and keyboards) for the same company as per client's requests for wedding receptions, birthdays, corporate events, etc.

### **SHARJAH AVIATION SERVICES- Air Arabia (April 2019 - December 2019)**

#### **Job Profile : Passenger Attendant at Sharjah Airport, United Arab Emirates**

- Meet and greet potential customers in a professional manner while maintaining focus on delivering superior customer service.
- Greet, and provide assistance to inbound & outbound passengers in a courteous and professional manner at the Departure Immigration and Arrival Immigration assigned duty areas and Smart Gates.
- Attend to the needs of passengers who may require special assistance as a result of their age or physical condition and guide them to the right personnel/Departure gates.
- Guiding and Checking the passengers for visa related assistance.

### **CHOWGULES CENTER FOR PROFESSIONAL STUDIES (July 2018- Feb 2019)**

#### **Job Profile: Business Associate and Trainer for Aviation Hospitality**

- Conducting market research and identifying potential clients.
- Cultivating strong relationships with new clients, while maintaining existing client relationships.
- Working closely with staff across departments to implement growth strategies.
- Developing and implementing sales strategies, client service and analyzing sales data to inform or update marketing strategies.
- Assist with drafting business plans, sales pitches, presentations, reference material, and other documents as required.

- Ability to manage multiple projects concurrently and meet deadlines.
- Demonstrate strong interpersonal skills with the ability to engage effectively with various levels of management, staff, and clients.
- Responsible for creating training tools and operations manuals.
- Conduct training programs on hospitality operations and customer service
- Demonstrating proper work techniques and practical skills to trainees.

### **NEW AGE ENTERTAINMENT (November 2017- May 2018)**

#### **Job Profile: Admin and Assistant Event Coordinator**

- Planned corporate, social, and 50 wedding events for up to 350 guests.
- Completed weekly reports for budget evaluation on food, beverage, rentals, and labor.
- Used Time Pays to submit payment reports and used Sage Fund Accounting to process invoices.
- Day-of contact for guests while guiding them through the night and keeping the timeline on schedule.
- Coordinated with external vendors for deliveries and answered questions about the venue.
- Scheduled and trained 30+ staff members and managed temporary staff.

### **FIFA (U-17 World Cup INDIA) (August 2017- October 2017)**

#### **Job Profile: Team Services**

- Managing selected departmental projects.
- Supporting the Head of Department with the communication to the relevant FIFA departments on the general provision of Team Services related topics.
- Travelling for operational meetings, inspections.
- Maintaining the event venue on a day to day basis as per FIFA standards.
- Coordinating with different departments for completion of tasks.
- Coordinated with external vendors for prompt deliveries.
- Trained 20 volunteers of the event for the department of Team Services.

### **MOUNT MARY'S HIGHER SECONDARY SCHOOL (Jul 2016- April 2017)**

#### **Job Profile: Lecturer (Catering and Restaurant Management)**

- Responsible for day to day training of students of Catering and Restaurant Management.
- Conducting lectures daily (Theory & Practical)
- Analysis and Evaluation of Students of a term basis through Practical Tests and Exams.
- To plan and prepare appropriately the assigned courses and lectures.
- To conduct assigned classes at the scheduled times.
- To plan and implement effective classroom management practices.
- To provide opportunities for students to access and use current technology, resources and information to solve problems.
- To provide opportunities for students to apply and practice what is learned.
- To engage students in creative thinking and integrated or interdisciplinary learning experiences.

## **ACADEMIC QUALIFICATION**

- **Bachelor's Degree in Hotel Management and Catering Science –**  
Bharathiar University Coimbatore (2016)
- **Diploma in Hotel Management and Catering Technology –**  
**Goa Board of Technical Education (2016)**  
Guardian Angel Institute of Hotel Management and Catering Science, Savordem Goa
- **HSSE – Goa Board (2012)**  
Chowgule College of Arts & Science, Margao Goa
- **SSCE- Goa Board (2010)**  
Loyola High School, Margao Goa

## **COMPUTER PROFICIENCY**

Operating System: **Windows 7, Windows 10 & Windows XP.**

Proficient with MS Office Packages - **Advanced MS Word, MS Excel, MS PowerPoint.**

Sound working knowledge **on Internet and Emails.**

## **SKILLS AND ABILITIES**

- Strong written and verbal communication.
- Well-developed analytical and numerical skills.
- Ability to prioritize and manage competing activities.
- Attention to details.
- Ability to learn and adapt quickly.
- Efficient planner
- Knowledge driven.

## **PERSONAL INFORMATION**

**Date of Birth:** 04<sup>th</sup> May 1995

**Languages Known:** English, Hindi, Konkani.

**Nationality:** Indian.

**Marital Status:** Single

**References:** Available on Request.

## **DECLARATION**

I hereby declare that the above information is true to my knowledge and belief.

As an ambitious team player who learns quickly and exercises sound judgment, I am confident that my qualifications and your needs are an excellent fit. Giving me a chance to enhance my skills, I will give the best out of me to achieve the organization's goals. I can make myself available for an appointment at your earliest convenience.