



# Milroy

Hospitality and customer service professional with experience in restaurants and cruise ship operations. Skilled in supporting daily operations and ensuring excellent customer service. Reliable and organized with a proven ability to work in fast-paced environments.

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## CONTACT

 Dublin, Ireland

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## PERSONAL DETAILS

DOB: 12/02/1992

NATIONALITY : Portuguese

LANGUAGES

English, Hindi, German

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## EDUCATION

2007

Secondary School

Certificate- Goa-India

2009

Higher Secondary School

Certificate- Goa-India

2012

Bachelors in

Catering Science & Hotel

Management -Goa-India

2009

Diploma in Computer

Application-Goa-India

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## EXPERIENCE

Customer Service Assistant

Garhwall ndian Restaurant

Winterthurerstrasse, Zurich-Switzerland

1st December 2025 to 6th March 2026

Provide friendly and efficient service in a fast-paced dining environment.

Take and manage customer orders while ensuring accuracy and timely delivery.

Manage and process corporate orders efficiently.

Work closely with kitchen and front-of-house staff to ensure smooth service.

Maintain excellent knowledge of menu items to assist guests with choices.

Maintaining high standards of cleanliness and organization in the workplace.

Handle customer requests professionally to enhance overall dining experience.

Assisted in opening and closing procedures, including cash handling and end-of-day reconciliation.

Supervisor

Brown Bread & Health Food Bar & Restaurant

Goa-India

25th March 2025 to 17th September 2025

Supervised daily restaurant operations, ensuring smooth service and high standards of customer experience.

Led and supported a team of servers and kitchen staff, coordinating shifts and delegating tasks efficiently.

Handled customer inquiries and resolved complaints

professionally to maintain excellent service quality.

Managed opening and closing procedures, including cash

handling and end-of-day reconciliation.

Monitored food quality, hygiene, and compliance with health and safety regulations.

Assisted with staff training and onboarding to ensure consistent service standards.

Coordinated with kitchen staff to maintain efficient order flow during busy service periods.

## Bartender

TUICruises-Mein Schiff

30thOctober2020-16thMarch 2025

Prepared and served alcoholic and non-alcoholic beverages efficiently.

Delivered friendly and professional customer service in a high-volume cruise setting.

Managed drink orders in a fast-paced environment.

Followed responsible alcohol service standards.

Assisted with stock control and bar setup

Maintained cleanliness and organization of the bar area.

## Assistant Waiter

TUICruises-MeinSchiff

23rdNovember2014-5thAugust2020

Assistedsenior waitersin delivering high-quality dining service to guests.

Supported food and beverage service in a fast-paced cruise environment

Ensured tables were set, cleared, and maintained to high standards

Attended to guest requests promptly and professionally

Worked closely with kitchen and service teams to ensure smooth operations

Maintained cleanliness and hygiene standards in dining areas

## Steward

DunesCasino, Zuri White Sands Resorts & Casinos

Goa-India

5th February 2014 – 23rd September 2014

Supported daily operations by maintaining cleanliness and organisation of service areas

Assisted staff in ensuring smooth floor and guest service

Handled setup and clearing of tables and service stations

Responded promptly to guest and staff requests

Maintained high hygiene and safety standards

Contributed to a professional and welcoming environment