



ANA RITA LUTA FERREIRA

Born 13th April 1990 in Portugal. Based in Azores Islands, Portugal
Speaks fluent Portuguese, Spanish and English. Speaks intermediate French
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ABOUT ME

The curiosity about people and cultures made me dedicate my career in the hospitality around the world. I love to see the eyes of a complete satisfaction of the client, the spirit of a working team performing their best and an idea that became a successful business. Recently, I met a sailor that challenge me to make it inside a boat!

PROFESSIONAL EXPERIENCE

All round role @ SailZen, 46' Sailing yacht Azores, Portugal ; February 2018 - Present

SailZen offers multiple-days sailing cruises & expeditions around the Azores, I am involved in all departments as we are a team of two. Aboard, I am responsible for cooking, provisioning, housekeeping, water & land activities and to help the captain with watch keeping & maneuvers aboard. Ashore I do account management and support in the boat maintenance.

Watch-keeper @ Hortense, 90' Motor Sailor Falmouth - Palma Mallorca ; September 2020

Delivery Crew.

Cook/Stewardess @ NDS Evolution, 85' Sailing Catamaran October 2019 - March 2020

With the objective of a month expedition in Antarctica (Antarctic Explorers) with 12 people on board, I join the boat with the owner and sail from Canaries to Falklands (where the expedition starts). After 1 month in Antarctica we finish this Expedition in Ushuaia, from where we sail through the Patagonia channels up to Valdivia.

Watch-keeper @ Early purple II, 93' Sailing yacht

Barcelona - Palma Mallorca Super Yacht Show - Barcelona ; May 2019

Delivery crew.

Cook, stewardess & watch-keeper @ Hortense, 90' Motor Sailor

Rio de Janeiro to Concarneau; March - April 2019

Delivery crew.

Co-founder & General Manager @ Out of the blue hostel

Azores, Portugal ; September 2015 - September 2017

Re-build, design and adapt a historical house into a hostel with 12 rooms. Create a concept and a business plan. Responsible for legal logistic, financial and reservation management, human resources (10 employees), housekeeping, reception, F&B, events, gallery and partnerships. Archived a 9.5/10 on bookig.com.

General Manager @ Avenue Rooms & Suites

Lisbon, Portugal ; May 2015 - September 2015

Found a 24 rooms guest house, responsible for the operational plan (reservations management, reception, house keeping, breakfast). Recruit and train 8 people team. Achieved a 99% occupancy rate with a rating of 8.1/10 on booking.com while maintaining an above price and leading with customer expectations.

General Manager @ Tibar beach retreat and restaurant

East Timor ; September 2014 - April 2015

A boutique hotel with 9 rooms and restaurant rated as 4.6/5.0 on Trip Advisor. Train and lead a 16 people team distribute in F&B, Events, Reception and HouseKeeping. Host regularly events of Government and UN (average of 30 people). Create a marketing strategy which result in an 15% increase of total sales .

Operacional support @ Magnet CSC

Lisbon, Portugal ; June 2013 - April 2014

Consulting and consolidation of non-IATA Travel Agencies. Supported over 30 travel agencies in Portugal, Angola and Mozambique in ticketing/reissuing/refunding airplane tickets. Supervise all the costumers current account and ensure their payments.

Coordinator @ fundação da criança e da juventude

São Tomé, São Tomé e príncipe ; November 2012 - April 2013

Coordinate project that aims to enrich the leisure time of over 100 children with a semester plan of daily pedagogical and recreational activities. Ensured the financial sustainability of the project. Create and maintain strategic partnerships for fundraising.

Internship @ Pestana São Tomé Hotel & Resorts (5*)

São Tomé, São Tomé e príncipe ; August 2012 - October 2012

Dived F&B, Events and Front Office, support the directors of each department in their functions. Invited to lead *Chevron Nigeria* Group as guide and translator around the country.

Event organizer & co-Founder @ Erasmus organization lisboa

Lisbon, Portugal; September 2010 - July 2012

Organization specifically designed for the integration of international students in Lisbon. Assigned the responsible of events, as, organized trips, weekly theme parties and cultural activities.

EDUCATION

Hotel & tourism management degree; setembro 2008 - July 2011
Escola superior de tecnologia e turismo do mar ; Peniche, Portugal

One semester exchange program with the Universidade do Sul de Santa Catarina, Florianópolis, Brazil.

CERTIFICATES & LICENSES

STCW10 Basic safety training , 2019

HACCP based management system Certificate (Food safety & hygiene) , 2018

Portuguese Local Skipper License ; 2018

Portuguese radio VHF operator. 2018

SSI Open water diver , 2017

Driving License A&B ; 2009