

FERNANDA RIOS GLASENAPP

CONTACT

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EDUCATION

AMERICAN NATIONAL UNIVERSITY
Master of Business Administration (MBA) –
Organizational Management - In Progress

UNIRITTER – BRAZIL
Bachelor of Business
Administration, 2008-2013

FACULDADE SENAC – BRAZIL
Associate Degree in Hospitality
Management 2021-2023

SKILLS

- Hotel Operations
- Front Desk & Night Audit
- Guest Experience & Service Recovery
- Team Leadership & Training
- Housekeeping Supervision
- Inventory & Revenue Control
- SOPs
- PMS
- Conflict Resolution

LANGUAGES

PORTUGUESE Native
ENGLISH Professional Working Proficiency
SPANISH Conversational
ITALIAN Basic

ABOUT ME

Hospitality management professional with over 15 years of experience in hotel operations, food and beverage service, and international cruise lines. Strong background in front desk operations, housekeeping supervision, night audit, guest experience management, and team leadership. Currently pursuing an MBA in Organizational Management with proven ability to support daily operations, supervise teams, and improve service quality in high-volume hospitality environments.

WORK EXPERIENCE

TRAINEE PROGRAM

Sheraton Grand Downtown Nashville – Nashville, TN (2023-2024)

- Supervised housekeeping inspections and service recovery to maintain brand standards.
- Managed front desk operations, guest check-in/check-out, and reservations.
- Oversaw night audit, revenue balancing, and overnight hotel operations.
- Trained and supervised front desk staff and supported daily operations.

RECEPTION INTERN

Manhattan by Mercure – Brazil (2022)

Supported front desk operations, guest services, and long-term resident assistance.

CASHIER / ATTENDANT/ BARTENDER/HOSTESS

Um Bar e Cozinha – Brazil (2019-2022)

Delivered high-volume customer service; managed POS transactions, inventory, and supplier coordination.

ASSISTANT BARTENDER / COCKTAIL WAITRESS

Costa Crociere – International (2013-2019)

Provided premium guest service, supported bar operations, and contributed to onboard sales.