

EMANUELE LIMA BITTENCOURT

Contact: Phone +1 (980) 267-1204
Mail: elimabittencourt@gmail.com

Summary Hardworking and reliable student with over five years of experience in restaurants, hospitality, and customer service. Skilled at multitasking, problem-solving, and creating positive guest experiences in fast-paced settings. Known for strong customer service, teamwork, organization, and attention to detail.

Education **Bachelor of Science, Integrated Public Relations & Advertising**
University of South Florida – Tampa
July 2024 - May 2028

Experience **Suite Attendant**
2025 PGA Championship | Charlotte, North Carolina
May 2025

- Provided elevated food and beverage service to VIP guests in the Chase Sapphire Reserve Lounge during the 2025 PGA Championship.
- Managed in-suite service with a focus on timing, presentation, and guest satisfaction in a high-energy environment.
- Worked with service and kitchen teams to keep operations smooth while maintaining luxury hospitality standards.

Joy Creator/Crafter
Nothing Bundt Cakes | Tampa, Florida
September 2024 - Present

- Assisted with cake decorating by adding finishing touches while following brand standards.
- Helped guests with orders, pickups, and questions in a busy bakery environment.
- Kept the workspace clean and organized while supporting daily bakery and front-of-house tasks.

Cashier/Customer Service
Zeitouni Mediterranean Grill | Charlotte, North Carolina
May 2021 - June 2024

- Provided friendly cashier service while helping guests with menu questions and placing orders.
- Assisted with food service by topping off orders and ensuring accuracy before they went out.
- Maintained a clean, organized front-of-house area during busy service periods.

Skills Bilingual (Portuguese & English), Customer Service, Organizational, Creative Thinking, Leadership, Intercultural Communication