

Ania Nicole Sanchez Miranda

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Professional Summary

Experienced hospitality and sales with over five years of expertise working in prestigious private membership clubs known for their rich heritage and commitment to service excellence. Proven track record in sales, client relationship management, and event coordination, consistently delivering high-quality, tailored experiences that drive revenue and build long-term partnerships. Skilled in developing customized proposals, managing B2B and B2C accounts, leading cross-functional teams to meet and exceed organizational goals. Passionate about integrating sustainability and ethical practices into hospitality operations and events. Proficient in Tripleseat, Oracle (EMC), Monday.com, and Canva to support data-driven decision-making, performance tracking, and brand-aligned communications.

Professional Experience

Sales & Events Manager | Account Manager | Lounge Manager

The Conduit, London

Sept 2023 – Present

In this multifaceted role, I managed a portfolio of B2B and B2C, serving as the primary point of contact from initial inquiry through event execution and follow-up. I developed tailored proposals and pricing packages using Tripleseat, successfully converting leads into confirmed bookings and increasing overall event revenue. My work involved building long-term client relationships through proactive communication, needs analysis, and solution-based selling, while also identifying upselling opportunities to boost average spend per event. I collaborated cross-functionally with internal teams to ensure the flawless execution of events, aligned with both brand standards and client expectations. I regularly tracked sales performance and client engagement through Oracle (EMC), providing strategic insight to improve sales forecasting and reporting. Additionally, I led recruitment, onboarding, and training of hospitality staff, maintained high operational standards, and supported marketing and client communications using Canva and Monday.com. My approach consistently aligned with the organisation's commitment to sustainability and values.

Supervisor & Assistant Manager

Starbucks Coffee, London

Oct 2022 – Sept 2023

I led daily operations in a fast-paced retail setting, where I supervised a team, managed scheduling, and delivered strong customer service. I helped recruit and train new team members and ensured we met store KPIs through effective communication and a collaborative team culture. I also contributed to workflow optimization and addressed customer concerns with professionalism.

Head Waitres,Event Coordinator & Banqueting Supervisor

Royal Automobile Club, London

Jan 2020 – Oct 2022

Working in the Banqueting department, I coordinated events such as weddings, business meetings, and private functions. I developed experience in B2B sales through client engagement and upselling of event services. My duties included managing front-of-house teams, training staff, and implementing an inventory system that significantly reduced waste and costs. I ensured seamless service delivery and built long-term relationships with corporate clients.

Call Center Agent

Sabadell Bank, Barcelona

Feb 2019 – Jul 2019

I provided customer service and product support through inbound and outbound calls. I advised clients on banking solutions, processed account changes, and contributed to marketing and promotional campaigns. My role also involved supporting card services and updating client records.

Education & Certifications

Event Sales Bootcamp – The Knowledge Academy, UK (June 2024 – August 2024)

Topics included sales strategies, understanding customer behavior, sales funnel planning, and public speaking.

Tea Sommelier Level 1 & 2 – UK Tea Academy, London (June 2022 – September 2022)

Completed professional training on tea varieties, preparation methods, and food pairing.

Cabin Crew Certificate – Escola Aeronautica de Catalunya, Barcelona (November 2018)

Received certification in accordance with European aviation standards, covering safety, service, and emergency protocols.

Skills

- Tripleseat (Event Coordination Software)
- Oracle (EMC) Reporting & Analytics
- Canva (Design & Marketing Assets)
- Monday.com (Project & Marketing Coordination)
- B2B Sales & Client Relationship Building
- Budgeting, Cost Control & Proposal Development
- Staff Recruitment, Onboarding & Performance Reviews
- Customer Service Excellence & Conflict Resolution
- Fluent in Spanish, English & Italian A2
- KPI Monitoring & Sales Tracking