



Anna Lavinia Bridgette Miller

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OBJECTIVE

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

WORK EXPERIENCE

South Sea Cruises

Aug 2018 — 16 March 2023

Purser & Hostess

- Responsible for the financial management and administration of the vessel under the Captain's instruction
- Performs general office duties and administrative tasks.
- Ensures that passengers have a comfortable and safe flight
- Attending to guests complaints and queries
- Reconfirming guests booking itinerary with respective resorts and backpackers
- Proficiency in Microsoft Programme & Google App
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Emei Capital Investments T/A Oolala Cruises

Nov 2015 — Aug 2018

Reservation Consultant & Hostess

- Doing some administration work
- Assist with roster and fleet management
- Responsible for the cleanliness and tidiness of the vessel
- In Charge of preparing guests meals.
- Manages the boat's welfare and the safety and security of the guests
- Assists guests with their travel itinerary and dietary requirements
- Online chats and calls with guests
- Excellent customer service skills
- Active participation with guests on guided snorkeling, coral planting
- Part time Deckhand
- Proficient in Microsoft and Google App

Storck Cruises

Nov 2013 — Nov 2015

Reservations Consultant

- Administration work: compiling of roster and assisting with fleet management

- Administration work, compiling of roster and assisting with fleet management
- Confirm guests booking reservation on Microsoft Excel with confirmation number and booking itinerary
- Attending to guests complaints and queries
- Meet and greet
- check in guests for day cruise
- Excellent telephone etiquette
- Attend to cruise ship guests complaints and queries

Fiji National University - Fiji Maritime Academy

Jun 2013 — Nov 2013

Maritime Research Officer

- Conducting surveys and interviews with Maritime Industries employers
- Revalidation of crew members tickets
- Attending to employers and employees needs and wants in maritime sector

Fun Factory

Mar 2013 — Jun 2013

Support Staff

- Child minding services for kids
- Provides an interactive learning environment for toddlers and pre - scholars

Immaculate Conception Parish, Lami

Jan 2013 — Mar 2013

Parish Youth Facilitator

- Coordinates participation in diocesan-sponsored training programs
- Serves as an advisor and support to youth leaders
- Plans, organizes and implements programs/experiences that provide a holistic approach in meeting the needs and interests of youth and young adults
- Makes special efforts to gain endorsement, support and involvement of all adults, especially parents and parish organizations
- Trains, assign, recruits and evaluates youth leaders

Ministry of Education

Jun 2012 — Jan 2013

Volunteer Teacher Aid Assistant

- Prepares and delivers Science lessons to forms 3-7; maintaining up to date subject knowledge and devising new curriculum development
- Manages students welfare and behavior in the classroom, school premises and build a holistic learning relationship
- Prepares student bio data
- Liaise with department heads regarding issues or counselling

Uprising Beach Resort

Jan 2010 — Jan 2011

Casual Staff

- Housekeeping

- Administration duties
- Kitchen hand

University of the South Pacific

Feb 2009 — Jun 2009

Resident Warden & Assistant

- Facilitates social, academic and personal adjustments of students to the residence Hall and University
- Acts as a liaison officer between residents and the University administration
- Enforces the rules and policies of residence life, housing and dining services

Live & Learn Environmental Education

Apr 2003 — Dec 2005

Water and Youth Project Volunteer

- Participates in community program awareness (WASH)
- Conducts training and workshops
- Engages secondary students participation in conservation i.e. planting mangroves along Nasese foreshore

Viti Delis Food Court

Jun 2003 — Jul 2003

Part time Kitchen Hand

- Food Preparation
- Delivery of food packs to business houses
- Cashier
- Banking

QUALIFICATIONS

- Certificate II in Deck Watch Rating (FMA-FNU)
- Certificate in Communication Technologies for Business Success (APTC)
- Certificate in Business & IT Fundamentals (Fnu-NTPC)
- Certificate Of Proficiency in Security Awareness (Fnu -FMA)
- Certificate Of Proficiency in Crowd Management (FNU-FMA)
- Certificate Of Proficiency in Security Duties of a Designated seafarers (FNU-FMA)
- Certificate of Proficiency Basic Safety Training (FMA-FNU)
- Certified First Aid Skills (FMA-FNU)
- Certified in Customer Service Training (NPTC-FNU)
- Certificate in Business
- Diploma in Secondary Education
- Volunteer Award (Live & Learn Environmental Education)

EDUCATION

Certificate II In Deck Watch Rating

23/01/2023 — 17/02/2023

Fiji Maritime Academy -Fiji National University

Completed 4modules in deck watch Rating certificate:

- Nautical knowledge
- Practical ropework
- Marine pollution
- Operational safety

Bachelor of Education Secondary - Biology & Chemistry

Jan 2021 — Jun 2021

Fiji National University - College of Humanities & Education

- Completed 12 units in Bachelor of Education Secondary
- Completed 2 teaching practicum

BSc in Biology & Chemistry

Mar 2007 — Jun 2010

University of the South Pacific

- Completed 16 units towards BSc degree in Biology & Chemistry
- Prior knowledge about Marine Conservation, Alcohol processing, Ecology, Sanitation and Microbiology

Certificate in Foundation Science Studies

Mar 2006 — Nov 2006

College of Foundation studies, University of the South Pacific

Graduated with a certificate in Foundation Studies

Forms 3-6

Feb 2002 — Nov 2005

Suva Grammar School

Awards:

2005:Fiji School Leaving Certificate Examination Eng + best 3: 271/400 marks

2003:Fiji Junior Certificate Examination Eng + best 5: 547/600 marks

Australian Math's Competition:

Year 7 Distinction Award 2002

Year 8 Distinction Award 2003

Year 9 Distinction Award 2004

Awarded top student in Home Economics - Suva Grammar School (2003)

2005 Suva Grammar School Library Assistant

2004Form Captain (Form 501)

2003Form Captain (Form 403)

2002Form Captain (Form 303)

Classes 1-8

Feb 1994 — Nov 2001

Marist Convent School, Lami

2001: Fiji Eighth year Examination Eng + best 4: 443/500marks

Elected as Deputy Head Girl of the School

SKILLS

- navigation and operations of the ship
- Extensive Proficient in vessel marine trainings and certifications
- Designated as ship's safety officer by maintaining lifesaving, fire fighting and other emergency equipment and assisted in training crews during emergency drill procedures
- Accustomed to working long hours in a variety of weather conditions
- Hard working, dependable, quick learner, who takes initiative, readily accepts additional tasks, and is available to work varied shifts
- Good interpersonal skills and fluent in English

INTERESTS

Music, Reading, Meeting people, socializing, travelling to new places

REFERENCES

Ms. Eka Dretirewa, Hospitality Supervisor, South Sea Cruises
Email: eka.dravikula@ssc.com.fj
Phone: (679)8960590/9402642

Captain Siotame Tagivetaua, vessel master, Yasawa Flyer II
Phone: (679)9941319

Mr. Max Storck, Owner & Managing Director, Storck Cruises
Email: MaxS@storckcruises.com
Phone: 9993850

Captain Merven Biudai, Local Director, Oolala Cruises
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