



NAIYA JELENY

HELLO!

Curious and versatile creative with a background in Technical Theatre and a growing focus on Fashion Creative Direction. Skilled in communication, marketing, team leadership, and production management, with a talent for visual storytelling through design, makeup, and events. Currently pursuing a Master's at IED Barcelona, eager to blend artistic vision with organizational skills to create innovative projects.

↳ Barcelona, Spain
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EXPERIENCE

↳ CUSTOMER EXPERIENCE INTERN (2025)

Cotown Real Estate – Barcelona

Main point of contact for clients via WhatsApp and email, managing communication before, during, and after their stay.

Improved customer service processes by proposing new ideas and action plans, increasing customer satisfaction by creating more efficient systems and a personalized experience tailored to each client.

↳ MAKEUP ARTIST (2023-24)

Strike Magazine – Orlando, FL

Collaborated with design team to plan and design makeup looks for editorial photoshoots and fashion shows, ensuring alignment with creative concepts.

Applied makeup to models, ensuring longevity and adaptability to movement and the demands of each setting.

↳ HOUSE MANAGER (2024)

"The Prom" – University of Central Florida, Orlando

Managed day-to-day theatre operations, supervising front-of-house staff and ensuring smooth customer service for patrons.

Coordinated ticket sales, event schedules, and overall audience logistics.

↳ STAGE MANAGER (2021-22)

"UCF Celebrates the Arts" Festival - Orlando

Oversaw multiple events including talks, opera performances, and jazz concerts, ensuring smooth execution of each production.

Coordinated backstage operations and event logistics to ensure timely transitions.

Communicated effectively with performers, technicians, and production teams to maintain efficient workflow.

EDUCATION

↳ MASTERS IN FASHION CREATIVE DIRECTION (2025)

Istituto Europeo di Design - Barcelona, Spain

Focus on developing innovative concepts, brand identity, and trend forecasting in the fashion industry.

↳ BACHELORS IN THEATRE ARTS (2020 – 24)

University of Central Florida - Orlando, FL, USA

Specialization in Technical Theatre with a focus on Stage Management.

Hands-on experience in costume, lighting, and sound design.

Minor in English Literature, focusing on literary analysis and narrative structures.

SKILLS

Microsoft Office

Adobe Creative Suite

Canva

CapCut

Photography

LANGUAGES

↳ **English** Native

Spanish Native

Catalan A1 (Currently studying)

PORTFOLIO

↳ www.naiyajeleny.com

Naiya