

Career Summary

Languages

Portuguese (native)
Spanish (advanced)
Catalan (basic)
English (advanced)
German (intermediate / B1)
French (basic)

09/2019

Airbnb Project at CPM, Barcelona - Customer Service

- Management of the accounts of Hosts and Guests in Portuguese Market (hospitality) by calls (inbounds and outbounds), messages and emails
- Escalation Process (Payments/ Claims/ Regulatory Response...)

03/2019-08/2019

Prodeco Pharma, Barcelona - Back Office Portugal -

- Translations from Spanish to Portuguese
- Management of orders for the pharmaceuticals (Spanish market)
- Sending invoices (Spanish market)
- Control of the expense notes
- Support the Marketing department
- Support the Warehouse department

09/2018-02/2019

Nautalia Viajes (Travel Agency), Barcelona- Travel Agent

- Product development of the Bridesmaids - participation in promotional fairs/other events
- Personally customer service/phone
- Management of the different suppliers
- Creation of budgets
- Sale of packages, flights, hotels, cruise ships, train tickets & travel insurance

06/2017 - 08/2018

Twentytu Hostel, Barcelona - Front Desk

- Managing the check-in/outs (Sihot)
- Service attention about the hostel facilities and tourism activities
- Concierge
- Sales (bcn enjoy, restaurant for groups)

03/2016 – 04/2017

Le Meridien Hotel, Vienna – F&B

- At Breakfasts, Brunch and After Hour Events
- Welcoming the guests
- Responsible for the hospitality of the guests
- Controlling the stock and inventory during the events
- Handling special requests and complaints by phone and email

02/2016 – 05/2016

Cafe Espresso 5er, Vienna - Waitress

- Taking guests orders and serving

07/2015 - 09/2015

Factory Hostel, Barcelona – Front Desk

- Managing the check-in/out with Cloud Hotel Management System
- Service attention about the hostel facilities
- Guide guests for tour attractions
- Control housekeeping

11/2014 – 05/2015

eDreams, Barcelona – Travel Agent

- Responsible for the Spanish, Portuguese, Brazilian and English Markets
- Handling the Emergency and Special Service hotlines
- Managing work flows between clients, agencies, hotels and airlines
- Administration of Cases and accounts in Internal CRM (Reservations System of Travel Agencies)

09/2014 – 10/2014

Hostel La Flor de Gaudi in Barcelona- Front Desk

- Check- In, Check- Out, contact with face to face, email and telephone
- Information about the hostel services and the attractions in Barcelona
- Cleaning control and organization

03/2014 – 08/14

Internship in Hotel *Le Meridien* Barcelona, Starwood HOTELS & Resorts Worldwide - Reception Spa

- Liaise the guest modification of reservations, handling special requests and complaints by phone and email
- Delivering high level of customer service.
- Satisfy their needs
- Voluntary promotional of Spa: creation of flyers with discounts for customers and initiatives for staff of hotel
- Actively participate in various projects within the hotel
- Selling house brand & beauty product “Cinq Mondes”
- Reception employee of month

Organization and Voluntary Work

05/2015 – 10/2015

UnCiao.com

Account Management (Free Lancer)

- Responsible of marketing activities for clients Switzerland, Brazil, Portugal
- Analysis and optimization
- Managing Facebook Campaigns

Education and Qualifications

01/03/2018
and 08/03/2018

Workshop for Sustainable Tourism

11/2014 - 01/2017

MBA Master – Hospitality, Tourism Companies and Cruises

- CFE- Business Company, “Compañía de Formación Empresarial” in Madrid, Spain

09/2011 – 09/2014

Bachelor's degree – Tourism

- Polytechnic School in Coimbra “ (Escola Superior de Educação, Portugal) ”

09/2009 – 09/2011

Secondary School

- Scientific Humanist - Languages and Humanities Course "(Agrupamento de Escolas do Búzio)"

Additional Information

Computer skills	Sihot, extra nets (Booking, HostelWorld, Expedia) Business customary Software: Amadeus, Pos Sales, Dolphin, CRM (Reservations System of Travel Agencies), Microsoft Office and Prezi.
Interests	Books; films; painting; swimming; cycling; walking.