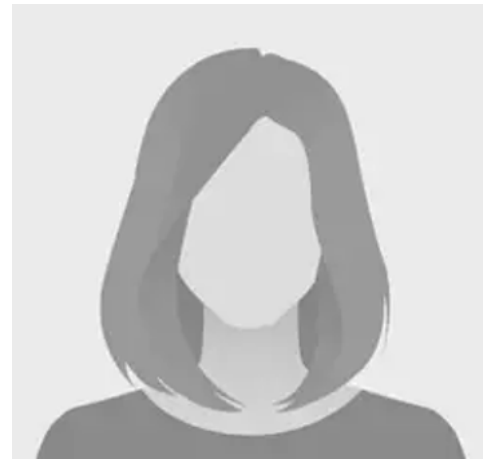


# ESCREVA SEU NOME AQUI

Brazilian | Birth date: 19 April 2000  
Email: [seu-email@hotmail.com](mailto:seu-email@hotmail.com)  
Phone: +55 85 0 0000-0000  
Location: Ceará, Brazil | Open to relocation



## PROFESSIONAL PROFILE

(Escreva aqui algo relacionado com sua experiência profissional que dê uma visão geral de habilidades que seriam interessantes para sua vaga pretendida). Exemplo:

Customer-focused professional with solid experience in hospitality, aviation, travel services and cruise lines. Strong background in customer service, administrative routines, sales support and front-desk operations. Used to multicultural environments, international standards and fast-paced workplaces.

## EDUCATION

Tourism Management Graduation – Estácio University  
Events Management and Organization Post Graduation– Estácio University

## LANGUAGES

English – Proficient  
Portuguese: Native

## EXTRACURRICULAR COURSES

Ship Basic Safety Course /STCW – Interline – Certificate nº: 00000000  
Ship's Security Familiarization Course/STCW – Interline – Certificate nº: 00000000  
Leisure and Recreation Techniques – Fundação Bradesco (12h)  
Lodging Facilities Governance – SENAC (63h)  
Hotel Hostess – SENAC (160h)  
Housekeeping Steward – Ginead (60h)

## PROFESSIONAL EXPERIENCE

### Nome da Empresa – Função (Data de Início – Present)

- Promoted, explained and sold shore excursion tours and packages.
- Assisted guests with inquiries regarding tours, refunds, ports and ship information.
- Managed desk organization, calls, reports and daily administrative tasks.
- Training new hires and cross trainers team members

**Nome da Empresa – Função (Data de Início – Data de Término)**

- Performed check-in and boarding procedures.
- Performed embarking procedures by the airline gate.
- Assisted passengers with ticket sales, luggage handling and payments.
- Prepared reports and supported administrative routines.

**Nome da Empresa – Função (Data de Início – Data de Término)**

- Delivered high-standard onboard service to international guests.
- Handled cashier duties, stock control and work area organization.
- Prepared beverages and supported daily bar operations.

**Nome da Empresa – Função (Data de Início – Data de Término)**

- Sold airline tickets, tour packages, hotels, travel insurance and international SIM cards.
- Managed online sales platforms, customer prospecting and follow-ups.
- Executed email marketing campaigns and social media postings.

**Nome da Empresa – Função (Data de Início – Data de Término)**

- Conducted guest check-in and check-out procedures.
- Supported hotel administrative processes and F&B; operations.
- Provided city information and guest assistance.