

Domenica Verly

1550 N Sumner St, Portland, OR 97217
Phone: 202-394-4509 • E-Mail: domenica.verly@gmail.com

PROFILE

A multi-lingual, versatile and professional international relations graduate, skilled in sales and customer service. Exceptional written and verbal communication skills combined with a persistent, enthusiastic, confident, and detail oriented approach. Demonstrates commitment to customer service through a positive attitude and strong analytical ability. Proficient in four languages.

EXPERIENCE

Front desk clerk and customer service representative

October 2015 -

Wisp Resort Hotel and Conference Center

June 2016

Deep Creek, MD

- Call handling and telephone etiquette.
- Responded promptly to customer inquiries always in a professional and efficient manner.
- Handled objections professionally.
- Acquired experience working in a busy, fast-paced environment.
- Prospected for sales leads and gained the ability to identify and act upon potential sales opportunities.

Interpreter

July 2014

GMR Marketing

Rio de Janeiro,

Brazil

- Interpreter and tour guide during the Soccer World Cup.

Work & Travel exchange program

December 2012 -

Wisp Resort - Rentals department

March 2013

Deep Creek, MD

Pricing Assistant

DMS Logistics - Sales department

September 2011

- September

2012

Rio de Janeiro,

Brazil

- Internship at a freight forwarder company.
- Performed cargo follow-up, scenario planning, cost management tasks, and negotiated transportation rates.
- Provided pricing updates to international agents, as well as air and sea carriers while maintaining a close relationship with clients.

Work & Travel exchange program
Wisp Resort - Food and Beverage department

December 2011 –
March 2012

VOLUNTEER

Associate at ACAM - RJ

- Non-profit organization working closely with kids suffering from Cystic Fibrosis.

January 2010 –
Present

Volunteer at Instituto Fernandes Figueira

- Volunteered once a week at a public children's hospital in Rio de Janeiro as a story teller.

February 2012 –
December 2014
Rio de Janeiro,
Brazil

EDUCATION

Bachelor's Degree in International Relations with an emphasis in International Business - Pontifical Catholic University of Rio de Janeiro, Brazil

December
2014

International relations exchange student at Georgetown University

2013 Fall
Semester
Washington, DC

Graduated in Spanish at Casa de España

December 2012 -
Rio de Janeiro,
Brazil

Italian course at Dilit, Scuola di Lingua Italiana Dilit

July 2011 - Rome,
Italy

English course at the Heartland International English School

January – March
2007 Winnipeg,
Canada

COMPUTER SKILLS

Confident with a range of IT packages including Microsoft Word, Excel, PowerPoint, Outlook Express, Microsoft Windows and Microsoft Office.

LANGUAGE SKILLS

Portuguese: Mother-tongue.

English: Fluent.

Spanish: Intermediate/Advanced.

Italian: Basic knowledge.