

Aline Costa

Single, 27 years old.

Address: 222 Corumbá street, Vila Alice district, Santo André – SP, Brazil.

Phone: +55 11 98401-9276

E-mail: aline_costa_sp@hotmail.com

OBJECTIVE:

Develop professional skills in the field of translations.

SKILLS AND COMPETENCIES:

- Organization;
- Team spirit;
- Experience in the area;
- Politeness and sympathy.

ACADEMIC QUALIFICATIONS:

Graduation in commercial management

SENAC University center – 2018 to 2020

Graduation in hotel management

Anhembi Morumbi university - 2014

Technical course in hotel management

ETEC Julio de Mesquita - 2010

LANGUAGES:

English

Skills: Speaking and writing in fluent level.

Spanish

Skills: Speaking and writing at a intermediate level.

WORK EXPERIENCE:

CONVIVA TEMPORADA – PROPERTIES RENTAL (06/25/2018 – PRESENT)

Operations analyst (06/25/2018 – present)

- Responsible for the supervision of the company's operations, which includes outsourced cleaning company management, maintenance staff, entry permits and customer relations;
- Insertion and maintenance of new advertisements;
- Property inspections;
- Feed the STAYS system with information.

HOTEL MELIÃ JARDIM EUROPA (08/20/2012 – 06/23/2018)

Pleno Recepcionist (03/20/2013 – 06/24/2018)

- Make the check in and check out of guests;
- Feed the CMNET system with guest information daily;
- Assist customers with various external service requests;
- Responsible for organizing and keeping updated the accounts of hotel residents.

Meliã Conecta – telephone attendant (05/20/2012 – 03/20/2013)

- Responsible for attending to all external phone calls, transferring to the sectors of the hotel / guests;
- Receive all the requests from the guests and monitor so that requests are done quickly and accurately;
- Organize and send emails received to the various sectors of the hotel;
- Add the points of customers who have loyalty card and make the integration of new members.

HOTEL FORMULE 1 PARAÍSO (03/22/2011 – 06/30/2012)

Recepcionist (02/22/2012 – 06/30/2012)

- Make the check in and check out of guests;
- Feed the OPERA system with guest information daily;
- Provide support to other departments when necessary, as reservations, food and beverage and administration;
- Training and supervising interns and new employees, presenting the system, procedures and hotel policy.

Internship (03/22/2011 – 02/22/2012)

- Experience in the areas of house keeping, maintenance, food and beverage, administration, focusing on reception and reservations.

EXTRACURRICULAR ACTIVITIES:

Knowledge of STAYS system (06/25/2018 – present)

Knowledge of CMNET system (08/20/2012 – 06/23/2018).

Knowledge of Opera system (03/22/2011 – 06/30/2012);