## PROFILE

## Multilingual Customer Service experience with 5+ years of experience in the hospitality industry doing roles ranging from Hotel Front Desk and Consultant.

## Core competencies

**Customer Focused**

 **Fluent in English, French, Portuguese, Swiss-German**

**Conversational German, Italian and Spanish**

**MS Office**

**Data Entry**

**Can lift 25-30lbs**

## Work experience

**Customer Service 2019-Present**

Cruise ship Terminal, Vancouver BC

* Greeting customers in a kind and courteous costumer service manner
* Escorting passengers with special attention to senior and disabled from an to the ship
* Addressed passenger's concerns on security and customs, such as multiple other requests including luggage issues.

**Customer Service Team Member/Stocker 2017-2019**

SPUD, Vancouver, BC

* Maintained stock reports
* Established a full dairy department including milk organization for managerial purposes
* Tracked inventory, conducted cycle counts and audits and resolved issues to maintain accurate records.
* Stocked and rotated coffee products, dry-food supplies to optimize freshness
* Restocked shelves with current merchandise in attractive displays to promote sales.

**Independent Language Teacher / Translator / Interpreter 1995-2016**

Self-Employed., Salvador, Brazil

* Provided interpretation for governmental events in Brazil, Geneva, such as ***WHO, ONU*** and ***Brazilian Government*** (delegation from Haiti), ***IBM, Petrobras, Oswaldo Cruz Foundation, Ford.***
* Tutored advanced language knowledge for French and English to doctors and master's students, corporate executives and managers
* English and French teacher for private schools (Fisk, EBEC, UEC, Wizard, Wisdom) in Salvador, Bahia, Brazil.
* Translated documents, thesis, articles, in and from French, English German and from Spanish
* Translated the book ***La melancholie au feminine*** written by Larissa Ornellas from French into Portuguese)
* Translated the Master’s thesis: *Fernando de Noronha* (200 pages) for COELBA – Energy Company of Bahia from German to Portuguese
* Translated the book ***Slave Trade*** author: Asham Sewan Falipe from both English and French to Portuguese.

**Movimento dos Trabalhadores Sem Terra (Landless Rural Workers Movement)** **2002-05**

E-CHANGER (Swiss NGO). Salvador, Brazil.

* Completed communications tasks providing institutional reinforcement to local organizations
* Attended networking events to build a list of possible clientele
* Assisted in administrative duties such as organization of regular meetings with different sector of the movements
* Interpreted at international social events such as European Social Movement for participants and Fundraising events

**Education and Vocational Training Cooperative (Cooperativa de Educacao e formacao profissionalizante)** Associação Livre de Moradores de Mangueira "Free Association of inhabitants of Mangueira".

Salvador Bahia Brazil  **2002**

* Supported youth students in ages 12-14 in gaining fundamental skills while maintaining developments in subject area.
* Instructed in lessons to build up self-identification toward future employment
* Implemented the interactive methodology of Paulo Freire into the program’s course of study
* Organized class of students into small groups to utilize peer to peer learning and generate new ideas and perspectives
* Engaged students and boosted understanding of material using focused instructional strategies and hands-on activities.

**Project Assistant**

Suncokret (Croatian NGO). Zagreb, Croatia. **1999**

* Was responsible for Fundraising for Suncokret Projects–at Swiss Consulate and Swiss companies with representation in Croatia Translation/proofreading of Marketing materials and yearbook of NGO.
* Participated and interpreted in Global Kids workshops to help build educational and computer skills,
* Coordinated travel and visits to different cities in Croatia including Refugee camps.

**Front Desk Representative 2008**

Plaza 500 Hotel**,** Vancouver, BC

* Warmly greeted incoming guests, issuing room keys and providing information regarding policies and amenities.
* Responded to inquiries and room requests made online, by phone or email.
* Investigated and independently resolved customer concerns, questions and requests frequently requiring analysis of situations to determine best use of resources (in various languages)
* Shared information with patrons on entertainment and sporting events in nearby areas and made reservations to establishments, boosting local tourism.
* Collaborated with housekeeping and maintenance staff to address and mitigate facility issues.

## Customer Service & Attendant

## BC Place & Convention Centre, Vancouver, BC. 2016-2019

* Checked clients in and out using the company’s software
* Handled transactions in a timely manner, including currency exchange, reservations.
* Provided pricing and delivery information, process orders and prepares cash reports.
* Offered exceptional services and support to team members and guests, maximizing productivity and customer satisfaction.
* Stored personal possessions for patrons, issuing claim checks for articles stored.

## EDucaTIOn & certificates

Interpreter Community Settings Course – at Interpreter’s Lab 2020

PMP – Project Management Program – SFU Continuous Studies 2019

Simultaneous Interpreter Training course - Recife Brazil 2011

Master audit student in Geography – Sociology – Teacher’s Curriculum 2002 - 2007

Studies in Social Sciences / Anthropology (Major in Anthropologie). 2000

Federal University of Bahia. Salvador, Brazil.

(B.A. equivalency confirmed in

2017. International Credential Evaluation Service. Burnaby, BC).

Travel Agent Training Courses 1995-1996

Aliança and Bahiatursa tourism agencies. Salvador, Brazil.