

MARTA SIMAS

WORK EXPERIENCE

GROUPS CONFERENCES AND EVENTS SALES MANAGER

London | Hilton London Metropole | April 19 – August 20

- Managed the sales executives team: supervised the daily tasks (sales executive description), monitored performance and carried out evaluations and career development plans;
- Defined individual and team goals, motivating and providing appropriate training to the individual needs;
- Assisted the Head of Department in managing, planning and participating in daily and weekly meetings;
- Coordinated events for key accounts;

PROFESSIONAL ACHIEVEMENTS: One nomination to Company Leader of the month. Two nominations to Company Team member of the month, Individual revenue targets surpassed every quarter.

TECHNICAL SKILLS: OnQ PM, OnQ R&I, Salesforce - Delphi (administrator).

GROUPS CONFERENCES AND EVENTS SALES EXECUTIVE

London | Hilton London Metropole | Mar 18 – Mar 19

- Coordinated events up to 150 people, from the inquiry stage until the end of the execution and service delivery.
- Analyzed and responded to requests, guided site visits of the hotel, drafted contracts in accordance with the client's wishes and the company's strategy;
- Managed and planned detailed banqueting event orders (BEO), ensuring flawless operational execution in accordance with contracted event requirements;

PROFESSIONAL ACHIEVEMENTS: Top revenue converter on IWS (International Week of Sales) 2018. Personal revenue targets surpassed every quarter, department team member of the month, several recognition prices from the department.

TECHNICAL SKILLS: OnQ PM, OnQ R&I, Salesforce - Delphi.

GUEST SERVICE AGENT

London | Hilton London Metropole | Apr 17 – Feb 18

- Performed Check-in and check-out, documentation control, payments and complaints management;
- Maximized room revenue, with increased sales through upgrades and enrollments in the hotel chain's loyalty program;

ACHIEVEMENTS: Win Top up-seller July 2017 and Win Top loyalty program enroller for 2 consecutive months July and August 2017.

TECHNICAL SKILLS: OnQ PM

TRAVEL CONSULTANT

Lisbon | Travelstore by American Express | Aug 2016 – Mar 2017

- Executed airline and train reservations, hotel reservations, insurance, car rental and transfers and all tourist services for corporate accounts;

TECHNICAL SKILLS: GDS Galileo and Amadeus.

AIRPORT CUSTOMER SERVICE AGENT

Lisbon | Groundforce SPdH | Nov 2012 - Jul 2016

- Handled the customer service with passengers of assisted airlines: ticket office, irregularities and complaints management;
- Support for check-in and daily preparation of administrative and financial reports;

PROFESSIONAL ACHIEVEMENTS: You Made It! - Monthly recognition of the company.

TECHNICAL SKILLS: GDS Galileo, Amadeus.

EDUCATION

Web Development boot camp | ongoing – November 2020 | Le Wagon

Full stack web developer

Project Manager Professional (PMP) training | September 2020 | The Knowledge Academy

PMP certificate training course

Project Management | August 2020 | Shawn Academy

Introduction to project management

BA in Tourism | June 2016 | Lusófona University – Lisbon

Bachelor focused on touristic business management.

LANGUAGES

Portuguese – Mother Tongue

English – Professional and social fluent

Spanish – Professional and social Intermediate

SKILLS

Communication | **Management** | **Leadership** | **Team – Work**

Problem-Solving | **Customer-Service** |

WEB KNOWLEDGE: SQL & ORM | OOP | CSS | HTML |

JavaScript ES6 | Ruby | Ruby on Rails