



VALENTINA FLORES

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QUALIFICATIONS

- Project management
- High-end and international customer services
- Data analysis
- Child care

LANGUAGES

- Portugais - native
- Anglais - fluent
- Français - advanced
- Espagnol - intermediate

EDUCATION

- Project Management - Professional Certificate, IBM
- Business Statistics and Analysis - Specialization, Rice University
- Data Analytics - Professional Certificate, Google Careers
- High School Diploma in Languages and Humanities - graduated with honorable mention and 17 literature awards

QUALIFICATIONS

- Organization
- Communication
- Creativity
- Leadership
- Adaptability
- Problem-Solving

ADDITIONAL COURSES

- Project Management in Practice - ENAP
- Business Analysis in Data Driven Solution Development - ENAP
- Office Package - Fundação Bradesco
- Power BI Fundamentals - Corporate Finance Institute
- French B2 - Université Populaire
- Painting - Université Populaire

PROJECTS

- Full management of a simulated project (development of a mobile application) and all its artifacts for *Acme Health Innovations*.
- SQL analysis of the *World Health Organization's* COVID-19 database.
- Data analysis for Cyclistic, a bike-rental company, for its marketing campaign.
- Various Tableau and Power BI visualization projects.
- SQL script analyzing orders from a fictional restaurant.
- Penguins characteristics visualization using the programming language R.
- Creation and development of a personal HTML portfolio to host the projects listed above.

EXPERIENCES

Bilingual Babysitter - 2025

Supported children's daily routines.

Ensured well-being, hygiene, and safety.

Promoted leisure and creative development in second language.

Homework assistance.

Circular Fashion Sales Representative - 2025

Managed online sales of second-hand clothing on behalf of third parties.

Created content and promotes products.

Handled customer service, price negotiations, and sales closure.

Coordinated deliveries via postal service and delivery apps.

Club Med Resorts - march 2021 to september 2024

Head Sommelier - Club Med Bahamas

Provided premium wine service at hotel's à la carte restaurant.

Lead guided tastings, creating immersive guest experience in multiple languages.

Planned, organized and executed weekly events hosting over 600 guests.

Managed premium beverage inventory and coordinated supplier orders.

Exceeded sales targets through strategic action plans, internal marketing, and client engagement.

Supervision of schedules and new members training.

Gourmet Bartender - Club Med Portugal

Created two exclusive cocktail menus featuring unique recipes.

Delivered personalized service in an excellence-focused environment.

Managed premium beverage inventory.

Trained new team members.

Full autonomy of the bar opening, service and closing

Wine Consultant— Club Med Brasil

Presented and sold national and international wines.

Organized themed events and wine-pairing dinners.

Supported the restaurant team selecting wines for menus and special occasions.