

PERSONAL INFORMATION

Camila Moura

 Lisbon (Portugal)

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Sex Female | Date of birth 14 May 1991 | Nationality Brazilian

WORK EXPERIENCE

Sep 2017–Feb 2020

LovelyStay Positions

LovelyStay, Lisbon (Portugal)

B2B Sales Executive

sept. 2019 – feb. 2020

- B2B sales and promotion
- Market research and targeting of potential clients
- Analysis of additional sales distribution channels
- Responsible for account management of corporate, leisure, events and MICE clients
- Guest Services Partnerships prospection
- Branding diagnosis and Social Media management

Assistant Revenue Manager / Franchisee Support

oct 2018 – sept 2019

- Pricing strategy on different platforms
- Listings Quality Follow Up
- Report occupancy analysis
- Reply guests reviews on platforms
- Development control of Franchisee
- Dashboard Tech Support

Back Officer

mar. 2018 – oct 2018

- Support related to reservations
- Online Communication with guests before and after arrival
- Payment process
- Office Check in Support

Front Officer

sept 2017 – mar 2018

Responsible for:

- Checking apartments before guests arrival
- Welcoming guests at the apartments
- Support during guest's stay

2017–2017

Sales & Communication support

BUSSOLOCEANO, Lisbon (Portugal)

- Boat Tours Sales
- Customer support
- Social Media Management

2016–2016

Hostess

Jet Set Sports | Rio2016 Olympic Games, Rio de Janeiro (Brazil)

VIP Hostess for the Dow Chemical Company (Olympic Games Top Sponsor)

-Hotel Operations and Group's activities assistance

-Check in and check out

-Daily schedule organization

-Communication support

2015–2016 **FACHA International Department - Voluntary Assistance**

FACHA - Faculdades Integradas Hélio Alonso, Rio de Janeiro (Brazil)

-International groups support

-University Partnership Facilitator

2015–2016 **SC Events - Promoter & Translator**

Rio de Janeiro (Brazil)

Presence in exchange fairs in Rio de Janeiro as "Salão do Estudante" and "Global Campus" working as a promoter and translator for schools and courses (English UK, Mount Kelly, Van Arts).

2013–2013 **Sales & Marketing Department – Trainee**

Belmond Copacabana Palace, Rio de Janeiro (Brazil)

Assistance to the Sales & Marketing Department

-Support in hosting inspections

-Assistance in clients' visits for familiarization with the hotel and Rio de Janeiro city

-Elaboration of production reports, capitalization control of national and international clients

2011–2012 **Actors and Models Management**

Independent Project named "ProdEve", Rio de Janeiro (Brazil)

- Models and Actors career support and promotion

- Videobooks script and direction

- Events Production

EDUCATION AND TRAINING

2020 **Audiovisual**

FJR SCHOOL

2020 **Direção de Peças Audiovisuais Conceituais**

Jiajie Yu Yan - Diretor e cineasta

Dec 2019–Apr 2020 **Digital Marketing**

Rock Content University

-Inbound Marketing

-Content Marketing

-Instagram Marketing

- Branding
- Web Content Creation
- Web Content Review
- Copywriting

2020 Storytelling & Roteiro

Udemy - Thiago Fogaça

- Story elements analysis and conception
- Formatting

2020 Branding Basic

Brandster School

- Branding process and definition
- Branding as a business model
- Corporate Identity & Image
- Branding tools

2020 Branding & Marketing Course

Udemy - M2up

- How to create a brand and its ADN
- Brand Persona;
- Brand Experience
- Storytelling;
- Marketing strategy in branding actions

2013–2016 Bachelor in Tourism

FACHA- Faculdades Integradas Hélio Alonso, Rio de Janeiro (Brazil)

Communication Optional Subjects

- Theory of Communication I and II
- Audiovisual Language
- Radio practical classes
- Philosophy
- Sociology & Communication
- Marketing
- Aesthetics and History of Art
- Communication and Psychology

Theme of the final graduation thesis: "The Fado's contribution to the tourist experience in Lisbon considering its urban cultural context" - Maximum grade attributed to it.

Graduation on December 2016.

2015 Start Up – Cânvás Business Model

FACHA - Faculdades Integradas Hélio Alonso, Rio de Janeiro (Brazil)

International entrepreneurship project.

Classes in english with mentors from Egypt, Belgium and Turkey.

2014–2015 Exchange experience

Estoril Higher School of Tourism and Hospitality, Lisbon (Portugal)

2 semesters at Estoril Higher School of Tourism and Hospitality

2011 Actors Direction

Darcy Ribeiro Cinema School, Rio de Janeiro (Brazil)

2008 High School

Guido de Fontgalland School, Rio de Janeiro (Brazil)

2007 English Graduation

Brasas English Course, Rio de Janeiro (Brazil)

PERSONAL SKILLS

Mother tongue(s) Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
British Council					
Spanish	C1	C1	B2	B2	B2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages - Self-assessment grid

Organisational / managerial skills

Easy adaptation in new environments, organized, ability to work in a multi-cultural setting.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Proficient user	Proficient user	Independent user	Independent user	Independent user

Digital skills - Self-assessment grid

Word
Power Point
Excel
Canva
iMovie
Final Cut
DaVinci Resolve
OBS Studio
Opera Hotel System