Yuri Yuge

**HIGHLIGHTS OF QUALIFCATIONS**

* Written and verbal English and Portuguese skills, and able to communicate in Spanish and ASL.
* Able to effectively follow instructions and get tasks completed in a timely manner.
* Experience with customer services/guest relations and training and leading large groups.
* Experience handling a wide range of tasks and documents.
* 4 years’ experience working as student counselor at University as volunteer.
* Experience dealing with large groups of people, including kids and teenagers.
* Experice with ORS

**EDUCATION**

* Business Management and Entrepreneurship

IBT 2016-2017

* Hospitality Management – (Event Management, Brand Management, E-Commerce and Information Technology, Guest Relations, Leadership and Strategic Management).

UCF – University Of Central Florida 2008-2009

* Business Management (Major) with emphasis in Information Technology (Minor)

FACEL 2004-2007

**EXPERIENCE**

**Data Entre Specialist**

**Four Seasons Resorts – Corporate Office**

* Data Entry
* Verify accuracy and completeness of data
* Enter data in accordance with a specified format,
* Merge duplicate records
* Update records and research on internet
* Training new employees

**Activities/Social media coordinator/Student Advisor**

Quest Language School

* Work with Academic Coordinator and Director on Academic counselling and discipline
* Responsible for activities in and out of school
* Manage Orientation process, support International Office in scheduling presentations and events, create orientation schedule
* Create monthly activities calendar, book and take students for the activities
* Daily post and maintain social media active
* Responsible for all events from the school, announcement, taking pictures, booking trips, health insurance and maintain students files updated

**Quality Analyst/Administrative Assistant**

Sykes Enterprises – SONY VAIO (Technical Support) and Ferrero (Customer Service)

* Responsible for monitoring the telephone interactions of employees, partnering with the appropriate department managers to deliver feedback regarding the customer interaction, including opportunities for improvement as well as providing direct feedback to the representatives
* Acts as a resource and leader to account and team through various forms of call monitoring to insure that agents are adhering to policies and procedures when meeting customers' needs and requirement
* Provide monthly action plans to general manager and director
* Provide technical support for issues related to software, such as operating systems, troubleshooting, drivers, etc. through e-mail
* Help customers with doubts and problem solving
* Send weekly reports after, video and phone conferences with Sony U.S.A and Sykes Costa Rica.

**Receptionist/Administrative Assistant/Social Media Coordinator/ Manager**

Maritur – Travel Agency

* Assist with payroll, tax and account processing
* Develop automated monthly sales tax payment system
* Responsible for reconciliation for all cash and inventory transactions
* Arranging flights, insurance and accommodations
* Responsible for hiring staff, purchase of products and contact with clients

**Receptionist/Administrative Assistant/ Manager Assistant**

Certex – Digital Certificates

* Assist clients with digital certificates, such as doubts in how to use, purchase, installation
* Electronic fiscal receipts
* Support to the customer thought email and telephone
* Create and maintain data base information
* General administrative jobs

**Cast Member – International College Program – Casey’s Corner**

Walt Disney World, Orlando - Professional Business Internship

**Intern/Administrative Assistant**

BB Bank

* Responsible for managing, organizing, set up and scheduling and maintaining information and meetings
* Create spreadsheets, documents, compose email and manage databases
* Handling and maintain paper and electronic confidential files
* Support by conducting research and handling information requested
* Perform clerical functions such as preparing correspondence and delivering
* Oversaw daily correspondence in the office
* Working with Department technical personnel to keep computer functions and applications such as Outlook, etc., printers and mobile communication devices operative

**Team Member – Attraction Attendant – Winter Program**

Universal Studios Resorts Orlando, Orlando, FL, United States

**Intern/Administrative Assistant/Receptionist**

IRS (Internal Revenue Service)

* Compose and type letters and memorandums for routines correspondences and routes for answers correspondence not requiring supervisor's assistance
* Create spreadsheet and compose email, maintain files of correspondence and records
* Prepare agenda and schedule board meetings and maintain confidential records and files.

**Additional Information**

* High Advanced General English and Business English – ILAC August 2013 – January 2014
* High Advanced English Fluency - Western Toronto College August 2014 – November 2014
* Administrative Assistant Course – Diapar, October 2004 – November 2005
* Digital Certificates – Certisign June 2010 – July 2010
* Documents Analysis – Certisign, Curitiba, Brazil June 2010 – July 2010
* Graphology – Certisign, Curitiba, Brazil June 2010 – July 2010