

Erich Will



erichwill@gmail.com



(11) 99269-9840



[linkedin.com/in/erichwill](https://www.linkedin.com/in/erichwill)

Summary

- Strong people skills and a knack for problem solving.
- Highly self-motivated and goal-oriented professional.
- Exceptionally well organized; strong work ethics and willingness to work hard to achieve employer's objectives.
- Excellent time management skills and quick decision making.

Experience



Training And Development Officer

Qatar Airways

Dec 2015 - Dec 2020 (5 years 1 month)

- Onboarding and corporate integration of new hires.
- Creation and facilitation of onsite and virtual training programs such as Emotional Intelligence (EQ), Cultural Intelligence (CQ), People Resource Management, Leadership Refresher, Customer First, Feedback Process, among others.
- Collaborate with various departments in the creation of new training initiatives and evaluate its efficiency.
- Digitalize and manage the related programs in the company's LMS including surveying attendance, completion, application and improvement.
- Partner with the recruitment team to best align the business needs.
- Create and follow-up Personal and/or Career Development Plans, its KPIs and report to the employee's manager as well as individual performance evaluations.
- Work closely with the Customer Service department to analyze positive and negative trends and quickly target them with the concerning stakeholder as needed.
- Actively look for external partners to enhance the T&D department's efficiency and bring new products and solutions to the company.



Genius

Apple

Jan 2015 - Dec 2015 (1 year)

- Onboarding of new hires, company integration, initial training and shadow-based follow-up.

- As a Genius, I provided insightful advice and friendly, hands-on technical support to Apple customers in need. I used problem-solving and people skills to assure Genius Bar customers of swift resolutions to their technical problems. I also educated my team members about products. I quickly diagnosed product issues on the spot, explaining situations with patience and empathy. After determining whether repairs could be done or a replacement was needed, I offered solutions to quickly get users up and running again. I earned the trust of customers and coworkers alike as I offered guidance, knowledge, and even tips and training. I was also responsible for physically repairing all Apple products.



Group Coordinator

Royal Caribbean Group

May 2014 - Jun 2014 (2 months)

- Maintained desk hours throughout the cruise to meet with group representatives. Responsible for the scheduling of the Conference Center, Executive Boardroom, Multi-media room and the Business Services areas.
- Consulted with representatives of client group or organization to plan details such as number of persons expected, display space desired, food service schedule, etc.
- Resolved conflicts quickly and efficiently and provided alternative arrangements as needed; calculated additional costs as needed.
- Directed workers in preparing banquet and convention rooms, and erecting displays, exhibits, equipment, etc.



Guest Services Officer

Royal Caribbean Group

Oct 2013 - Jun 2014 (9 months)

- Played a key role in being the first impression for the brand and our guests.
- Provided directions to center team to ensure there is a clear focus on delivering a 90+% customer satisfaction rating.
- Established positive rapport & continual communications with my team to enhance area effectiveness.
- Acted as the hotel's guest relations officer and night purser, ensuring guest issues were addressed, tracked and reported to the hotel's guest relations committee for improvement.
- Operations of the front office, PBX, maintenance, guest services, bell, concierge and utility.
- Provided cash and guest account services at the Guest Services Desk such as accepting cash payments, cashing personal or Traveler's checks or exchanging foreign currencies.



In-Flight Manager

Qatar Airways

Mar 2010 - Sep 2013 (3 years 7 months)

- In-charge of cabin crew on board Qatar Airways flights.

- Manage the economy or business and first-class cabins providing 5-star service to our customers.
- Responsible to instruct new flight attendants, evaluate and provide feedback.
- Ensure customer's and aircraft's safety and security.
- Provide state-of-the-art 5-star service to Qatar Airways' premium customers.
- Oversee catering/galley activities and handle food preparation as well as expert wine recommendation and food pairing, acting as onboard Sommelier.
- Reassure passengers and ensure that they follow safety procedures correctly in emergency situations.
- Give first-aid and administer treatments onboard where necessary.
- Ensure customer's and aircraft's safety and security.

Service Desk Supervisor

Hewlett Packard Enterprise

Jan 2008 - Feb 2010 (2 years 2 months)

- Allocated at Alcatel-Lucent Brazil, responsible to supervise and coordinate a 14-members IT team, train new joiners, assign work responsibilities, manage performance and give feedback, create shifts and vacation periods and respond directly to contractor's management.
- Supervised, mentored and coached all employees, including setting objectives, assigning work and duties to team members, and conducting training sessions.

English Language Teacher

Pearson Brasil

Jan 2007 - Dec 2007 (1 year)

- Taught English as a second or other language to Brazilians of various levels.
- I was responsible to develop new teaching materials and/or methods.
- Evaluated students and created evaluation systems.

Education



Let's Code

Web Full Stack Development

Feb 2021 - Present



Qatar University

Bachelor's degree, Leadership Management

2011 - 2013

Licenses & Certifications



Wine Expert - WSET — Wine & Spirit Education Trust



Apple Certified Mac Technician - Apple



ISO 9001:200 Quality System Approach - Alcatel-Lucent



TL 9000 Audit Lead Training - Alcatel-Lucent



ITIL v.2 and 3 - Information Technology Infrastructure Library - Alcatel-Lucent



National Flight Attendant License



Certificate of Proficiency in English - University of Cambridge



CSS - Cascading Style Sheets - Udemy

UC-fbc8021b-f4b0-49db-aec2-6a2a65ab8183



Train the trainer - Qatar Airways



Classroom Training [Instructor] - Qatar Airways



Mentorship & Coaching - Qatar Airways



Inteligência Emocional (EQ) - SBie - Sociedade Brasileira de Inteligência Emocional

Skills

Customer Service • Problem Solving • Hospitality Management • Team Leadership • Team Building • OS X • Computer Proficiency • English Teaching • Training & Development • Microsoft Office