

André Gomes

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SUMMARY

Tourism professional with experience in charter flights and travel organization to iconic destinations such as Disneyland Paris. Throughout my career, I have developed skills in tourism operations management, customer service, and logistical coordination, with a consistent focus on efficiency and excellence.

I am focused on continuing to expand my knowledge in the international tourism sector.

EXPERIENCE

Tour Operator - Charter Operations and Disneyland Paris Specialist

Viagens Abreu, S.A.

December de 2021 – present

- Managed charter flight operations, ensuring seamless coordination between suppliers, airlines, and clients.
- Developed and promoted customized travel packages to Disneyland Paris, achieving high client satisfaction.
- Utilized Optigest and GDS systems to manage bookings and reservations with accuracy and efficiency.
- Maintained excellent customer relationships through attentive service and problem resolution.

Retail Store Assistant

Arcol Cash&Carry

October 2020 – December 2021

- Handled daily cash transactions and ensured accurate cash register operations.
- Provided exceptional customer service, assisting clients with purchases and inquiries.
- Conducted stock replenishment and inventory checks to maintain store efficiency.
- Collaborated with team members to ensure smooth operations during peak hours.

Tour Operator - Charter Operations and Disneyland Paris Specialist

Viagens Abreu, S.A.

August 2018 – August 2020

- Processed ticketing and bookings using GDS systems, ensuring compliance with client requests.
- Delivered detailed itineraries and travel documentation to ensure a seamless travel experience.

Tour Operator Intern - Charter Operations and Disneyland Paris

Viagens Abreu, S.A.

April 2018 - July 2018

- Assisted in the preparation and management of travel packages for charter operations.
- Supported the reservations team in handling bookings and ticket issuance.
- Gained hands-on experience with Optigest and GDS tools to streamline travel operations.

Visitor Services Assistant - Pena Palace - Internship

Parques de Sintra - Monte da Lua

June 2017 - July 2017

- Welcomed visitors and provided detailed information about the palace's history and attractions.
- Assisted with ticket sales and crowd management to enhance the visitor experience.
- Maintained a professional and friendly demeanor while addressing visitor inquiries.

EDUCATION

Bachelor's, Tourism Business Management

Ipluso - Instituto Politécnico da Lusofonia • Expected Completion: 2027

Environmental and Rural Tourism, Tourism

Escola Profissional Alda Brandão de Vasconcelos • 2018

CERTIFICATIONS

English certificate

International English Test – B2- Upper-Intermediate English Level

Galileo - Basic Course in Reservations and Ticket Issuing

Travelport

VOLUNTEER WORK

Tourism Support

Municipality of Sintra • August 2017 - March 2018

Volunteer

NAAAS- Support for Abandoned Animals Center (Nucleo de apoio a animais abandonados de Sintra) • June 2020 - September 2020

SKILLS

Core Skills:

- Attention to detail
- Organizational skills
- Teamwork
- Professional conduct
- Customer service
- Travel management
- Planning Itineraries

Technical Tools:

- GDS (Global Distribution System)
- Optigest
- Microsoft Office
- Hotel reservations
- Flight bookings

Languages:

- Portuguese (Native)
- English (Advanced)
- Spanish (Intermediate)