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| Kin Rocha da Costa |  | Born in Brazil. Educated in Italy. I am to make a difference in the world. |
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| Experience |  | Education |
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| Trip.com  Customer Assistant for the Hotel Department  Acted contacting customers about their queries, either by phone, text, or email. Improved the communication between the company’s customers and the company itself, while ensuring that practical solutions to customers that would benefit the company as well.  The Original Tour  Customer Assistant  In this role my main drive was to achieve sale targets daily. I dealt daily with hundreds of customers face-to-face, to which I sold tour bus tickets, and London attractions tickets such as the London Eye.  Coordinated with supervisors to ameliorate bus flows throughout London during events, protests, dangerous situations, and general road closures.  Verona’s Airport (Italy)  Baggage Handling Supervisor  I managed a team of over 10 people on shifts, usually during the night, to improve and excel the baggage handling process within the airport. Also worked with law enforcement, both national and international, to reduce travel related crimes. |  | 2007 - 2010  Technical degree in Business Management  I.S.S. Carlo Anti, Villafranca di Verona, Verona (Italy). |
| Skills |
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| Creativity.  Leadership.  Attention to detail.  Portuguese (native)  Italian (native)  English (fluent)  Spanish (intermediate)  Japanese(basic) |
| Contact |
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