

LIGIA FEDERICCI

CONTACT



+551198153-4303



federicciligia@gmail.com



[linkedin.com/in/ligia-federicci-23262311b](https://www.linkedin.com/in/ligia-federicci-23262311b)



Santo Amaro, São Paulo-SP

LANGUAGES AND SKILLS

- Portuguese - Native
- English - Fluent
- French – Intermediate
- Spanish - Basic
- Office Tools
- Acting and Communication Skills

EDUCATION

Bachelors in Audiovisual Communication

Centro Universitário Senac

2018-2023

Language Studies

City College of New York

2017-2018

High School Exchange Program

Williamstown High School

2015-2016

PROFILE

I am a passionate and adaptable professional with a strong background in customer service, communication, and problem-solving. With a friendly and extroverted personality, I thrive as a proactive team player, quick learner who eagerly embraces new skills and adapts to change. Fluent in English and proficient in multiple languages, I have successfully taught and communicated with diverse audiences.

WORK EXPERIENCE

Customer Experience Analyst Viva

(May/2023 – Current)

- Provided exceptional online concierge services to ensure the best hospitality service before, during, and after guests' stays in the company's apartments.
- Responded to and resolved guest inquiries and requests promptly and courteously.

Attractions Hostess Walt Disney World Resorts

(Nov/2019- Jan/2020) and (Dec/2022-Mar/2023)

- Worked in attractions and events across the WDW complex.
- Applied the 5 keys of Disney's Guest Experiences (safety, courtesy, inclusion, show, and efficiency) with hands-on experience.
- Assisted multicultural guests in multiple languages, delivering high-quality customer service.

Language Consultant Beils- English School

(2021-2022)

- Conducted English classes for students of various age groups in private and group online settings.
- Offered guidance and monitored students' academic progress to ensure their satisfaction and progress in the course.

Salesperson Wolford

(July 2021 - September 2021)

- Delivered exceptional customer service and fashion consultation to clients.
- Managed e-commerce operations, marketing, and the store's social media presence.
- Responsible for stock organization and control.

Call Center Agent Voyso

(September 2020 - November 2020)

- Translation services for various purposes and industries, encompassing both English to Portuguese and Portuguese to English translations.
- Participated in diverse events such as children and adult birthday parties, movie premieres, brand launches, and conventions.
- Assumed multiple roles, including interpreter, customer service, child entertainment, acting performances, character Meet & Greet, guest reception, and event decoration and cleanup.