LIGIA FEDERICCI

# CONTACT INFORMATION



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 Santo Amaro- Sao Paulo-SP

# PERSONAL PROFILE



Passionate about customer service, communication and problem-solving. Friendly, fast learner, proactive and good teamwork.

Interested in learning new things and strongly flexible. Extroverted, creative, efficient and able to multitask.

# LANGUAGES & SKILLS



* **Portuguese - Native**
* **English - Fluent**
* **Spanish – Intermediate**
* **French - Intermediate**
* **Office Tools**
* **Acting and communication skills**

# PREVIOUS EDUCATION



## Centro Universitario Senac- Sao Paulo

2018-2022

Bachelors in Audiovisual Communication

# EMPLOYMENT HISTORY



## Costumer Experience Analyst

**Viva (** May/2023 – October/2023)

* Online concierge to provide best costumer service before, during and after guest’s stays in the apartments run by the company
* Answer and solve guest’s questions and requests with agility and cordiality.

## Language consultant

**Beils- English School (**2021 - 2022)

* Teach English to students of different ages in private and group classes online.
* Orientation and academic follow-ups to ensure students’ progress and satisfaction with the course.

## Freelancer in Entertainment Events

### **The Walt Disney Company Brazil, Colgate, Buffet Toys&Dolls, Espetacularte, Grupo Mil Coisas and others** (January/2014-Present)

* Work in assorted events such as children and adult birthday parties, movie premieres, brand releases and conventions.
* Act in multiple positions in event settings, including costumer service, recreation with children, performances as an actress, character Meet & Greets, reception of guests, decorating and cleaning.

## Salesperson

### **Wolford** (July/2021- September/2021)

* Customer service and fashion consultant.
* E-commerce administration, marketing and store’s social media management.
* Responsible for organizing and controlling the store’s stock.

## Call Center Agent

### **Voyso** (September/2020- November/2020)

* Temporary campaign to offer customer service for American clients through phone calls.
* Deal with challenging clients, being empathetic towards their concerns and solving their issues.
* Focus on retaining clients and selling products online.

# EXCHANGE PROGRAMS



## Walt Disney World Resorts College Program

### **Attractions Hostess** (Nov/2019- Jan/2020) and (Dec/2022-Mar/2023)

* Work in attractions and events through the WDW complex,
* Learn the 5 keys of Disney's Guest Experiences (safety, courtesy, inclusion, show and efficiency) and apply them with hands on experience.
* Assist multicultural guests with various concerns, in multiple languages and provide them with high quality customer service.

## Foundation at City College of New York (2017)

* A semester studying languages and communication focused on writing through college courses in the United States.

## High School Exchange Program

### **AYA (Academic Year in America)** (2015-2016)

* Senior year of high school studying in the United States.
* Experience the American culture by engaging in community events, extracurricular activities and volunteer work.

