



NATASHA DOS SANTOS CARUSO

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EDUCATION

- Master Degree, FGV University, Business Management
Rio de Janeiro, Brazil. Graduation: July 2016
- Associate of Applied Science Degree, SLCC, Interior Design
Salt Lake City, United States. Graduation: May 2013
- Bachelor's Degree, UniverCidade University, Tourism
Rio de Janeiro, Brazil. Graduation: July 2010

SKILLS & INTERESTS

- Team worker, proactive, responsible and reliable, creative and friendly, great eye for details, can do attitude, self motivated.
- Languages [Native Portuguese, fluent English, and basic Spanish]
- Softwares [Microsoft Office, Adobe InDesign, Photoshop and Illustrator. Windows and Mac systems]. Interest for technology trends.
- Travel agency's certificate with vast reservations and customer service experience.

WORK HISTORY

- **Cooltour Oporto, Porto, Portugal - Reservations Agent (Feb 2023 - Presente)**

Responsible for making reservations for tours in and around the city of Porto. Organize routes, book partners and manage the company's fleet of vans. Elaborate tailor-made itineraries for private requests. Provide support to guides and customers, answering questions before, during and after tours.

- **Torel 1884 Suites and Apartments, Porto, Portugal – Server (Jun 2022 - Feb 2023)**

Responsible for serving guests at the hotel's restaurant, Bartolomeu Bistro & Wine. Assist customers before, during and after meals, help them choose, receive and pay for their orders. Responsible for the hotel's room service, from order taking to delivery. Provide excellent customer service in a professional and friendly manner throughout all processes.

- **Canadian Affair, London, United Kingdom - Sales Support Executive (Feb 2019 - Mar 2020)**

Responsible for giving support to the sales team, specialised in selling holidays to Canada. Check e verify all itineraries after once confirmed for errors and discrepancies, fixing them accordingly when necessary. Schedule all services and make hotel reservations directly with suppliers as per the itinerary. Book cars on the Galileo system. Answer emails, keeping the mailbox always organised and updated. Generate and run weekly and monthly reports. Answer travel agents's questions, and assist travellers outside office hours, solving any problems they may have while abroad.

- **Rio Life Tours / Blumar, Rio de Janeiro, Brazil - Luxury Tour Operator (Feb 2014 – Aug2017)**

Responsible to quote services and hotels for international travel agencies focusing in the luxury market, sell travel packages, create, prepare and operate tailor made itineraries thru out Brazil, book hotels, restaurants and activities in each destination to be visited. Offer great customer service. Give travellers support whenever necessary during their holiday, and give assistance thru the company's emergency phone. Have a direct relationship with clients and suppliers. Take care of payments, working together with the accounts department. Run weekly and monthly reports. Go on inspections to make sure suppliers are offering a good service.

- **Aloha Ski & Snowboard, Park City, United States – Store Assistant Manager (Dec 2007 - Jun 2013)**

Store manager in the absence of general manager. Responsible for training new employees, take reservations, offer great customer service, supervise register cash flow, and sell ski gear, fit customers for ski equipment. Receive products, price mark and assign to all the company's stores. In 2009 I was part of the company's marketing campaign.