

Gabrielle Guerra dos Santos

Brazilian, single, 28 years old

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Objective

Trilingual Administrative Professional.

Qualifications Summary

- Accomplished Business Support Professional offering more than 5 years of administrative, secretarial, and operative experience reporting to a CEO and other top executives. Serving as an effective gatekeeper, prepare well-researched and accurate documents, manage busy calendars and efficiently handle daily office tasks.
 - Technically skilled business professional with a versatile administrative support skills, and multi tasks experiences, developed through experience as an office manager, executive-personal assistant, sales support, facilities manager, customer representative, financial coordinator, and IT & Travel administrator to LATAM.
 - Responsible in resolving employers's and customers' challenges with innovative solutions, systems and process improvements proven to increase efficiency and customer satisfaction.
 - Proficient user of MS Office (Word, Excel, PowerPoint, Access and Outlook).
 - Polyglot speaking skills (English, Russian and Spanish), plus mother language Portuguese.
 - Volunteer Enthusiast - Project Manager and Sponsorship Coordinator for Rotary International São Paulo.
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Professional Experience

Trilingual Executive Assistant LATAM, March 2014 to Present | ASG Software Solutions.

- Provide administrative and business support to the General Manager LATAM and support other members of the executive management team.
- Schedule and coordinate travel arrangements, appointments, events and meetings along with materials, coffee break, room reservation, lace or draft.
- Oversee daily office operations for staff of 15 employees.
- Order supplies for office and repair staff.
- Support sales department with legal documents, certificates and filing system.
- Create PowerPoint presentations used for business development.
- Oversee the recruitment of new staff, including training and induction.
- Maintain professional and technical knowledge by attending educational workshops.
- Set up and handled incoming mail, calls and office filing systems.
- Negotiated favorable terms and pricing agreements with vendors and partners.
- Prepare reports, memos, letters, financial statements and other documents.
- Handle accounts payable and receivable.
- Receive all incoming correspondence and packages, and route to correct recipient.
- Answer and make phone calls.

- Assist the technological department in obtaining certifications and declarations from legal entities.
- Interact with company's customers to provide them information regarding products, inquiries, complaints and service. Handling problems and Assisting in sales for customers.
- Support for LATAM employees with travel. Issuing tickets and reservations on Worldspan GDS.
- Manage contracts between ASG and customers, vendors and partners. Responsible for relationship between ASG and law firm, accounting, banks and financial services institutions.
- Manage compliance of contractual formalities and providing support in execution of client contracts.
- Greet all visitors.
- Control inventory, and maintained equipment.

Bilingual Executive Secretary, May 2012 to June 2013 | Alaviva do Brasil Telemarketing

- Support top executives in their professional routines. Maintaining executive management team's calendar plan and schedule meetings, teleconferences and travel.
- Schedule and coordinate travel arrangements, appointments, events and meetings along with materials, coffee break, room reservation, lease or draft.
- Maintains office efficiency by planning and implementing office systems, layouts, and equipment procurement.
- Compose and type reports, routine letters, minutes of meetings and forms.
- Performing general office duties such as ordering supplies, maintaining records management systems and performing basic bookkeeping work.
- Handled accounts payable and receivable, prepared bank deposits.
- Receive all incoming correspondence and packages, and route to correct recipient.
- Set up and handled incoming mail and office filing systems.
- Answer and make phone calls.
- Translate texts.
- Organize events both internally and externally.
- Support sales department by prospecting new customers.
- Manage contracts made with customers, vendors and partners.
- Support and technical assistance to the Chief Operations Officer (president) in the absence of his secretary.
- Ensure the optimum comfort of all guests in reception area and accommodated special requests.
- Assure office is neat, and stocked with necessary tools for functionality.

Bilingual Executive Secretary, March 2011 to May 2012 | Amadeus IT Group.

- Provide administrative and business support to executives in their professional routines.
- Schedule and coordinate travel arrangements, appointments, events and meetings along with materials, coffee break, room reservation, lease or draft.
- Create expenses report, budgets and reimbursements.
- Answer and make phone calls.
- Translate documents and presentations.
- Organize and archive documents.
- Check the input and output correspondence.
- Support Vice President LATAM in the absence of his executive assistant.

- Oversee receptionist area, including greeting visitors and responding to telephone/email and in-person requests for information.
- Provide secretarial support to Human Resources and Accounting Department.

Bilingual (English/Portuguese) Interpreter and Hostess, May 2010 to October 2010 | FPP Media.

- Greet guests and expositors in education exhibition.
 - Simultaneously interpret expositors and visitors.
 - Fill information to file systems.
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Education & Training

- Sustainability Course Applied for Business (Fundação Getúlio Vargas), São Paulo/SP - 2016.
 - Travelport (Worldspan) Training on GDS commands (ASG Software Solutions), São Paulo/SP - 2015.
 - ADP Training on Payroll Module and Execution Expert Panel - (ADP), São Paulo/SP - 2014.
 - Bachelor's degree in Trilingual Executive Secretariat (FECAP), São Paulo/SP - 2013.
 - Microsoft Office 2010 Course (CIEE – Centro de Integração Empresa-Escola), São Paulo - 2012.
 - Italian Course – Basic (Istituto Italiano de Cultura), São Paulo/SP - 2012.
 - Amadeus GDS Training (Amadeus IT Group), São Paulo/SP - 2011.
 - Russian Course – Advanced (Belgorod State College and Moscow Academy, Russia - 2010.
 - Spanish Course – Advanced (School Elebaires), Argentina - 2010.
 - English Course – Advanced (CCAA and Private Teacher), Santos/SP - 2004.
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Additional Information

- Rotary International (District 4420) Exchange Ambassador in Turkey (2004).
- Rotary Leadership Award Winner in Turkey - RYLA (2005).
- Rotary International Voluntary for Sponsorship and Social Projects (July 2015 - To Present).
- Government License to Work as Executive Secretary in Brazil, License Number: 0050011 SP.