



Profile

I am a forward-thinking and proactive professional with a robust ambition, complemented by a wealth of skills and experience that position me as an excellent candidate for this role.

My extensive tenure in the hospitality industry, coupled with a solid academic background, has honed my exceptional work ethic, effective communication skills, and strong leadership abilities within dynamic business environments.

Employment History

Guest Services , School Lane Hotel, Liverpool, Uk

APRIL 2023 – PRESENT

- guest relations
- Developing connections, new clients
- Assuring the correct billing of guest
- Taking payments and generating invoices
- Selling and creating reservations
- Using Rezlynx system to open and close balances and track performance records
- Day to day smooth running of the hotel

Receptionist , Hope Street Hotel , Liverpool, UK

APRIL 2023 – PRESENT

- Checking in and checking out guests using Rezlynx
- Ensuring guest contentment during stay
- Dealing with enquiries, complaints and reviews

Show Room Receptionist , Mercedes Benz , Liverpool

NOVEMBER 2021 – APRIL 2023

- Smooth running of showroom environment
- Making sure communication between the three departments are exceptional
- Updating online data bases and systems
- Answering phone and email enquiries
- Attending to guest requests
- Attending to the car parts department
- Attending to the car service department
- Knowledge of stock
- Ensure outstanding customer service

Covid-19 Front Line Worker , Sodexo , Liverpool

MAY 2020 – SEPTEMBER 2022

United Kingdom

Skills

English Language

Portuguese language

Communication

Rezlynx

Office

Independent research

Laboratory

Administration

Customer service

Guest relations

Time management

Automotive industry

Hospitality industry

Multitasking

Languages

Portuguese

English

Spanish

- Carrying out the nhs test and trace covid-19
- Wrapping and shipping test to laboratory
- Attending to patients

Education

BSc Climate Change , Liverpool John Moores university , Liverpool

SEPTEMBER 2020 – JULY 2023

Graduated with a 2:1

First person in England to acquire this degree

A-Levels: Biology, Geography and English Literature , Carmel College , St Helens

SEPTEMBER 2018 – JUNE 2020

GCSE's, Southfields Academy , London

SEPTEMBER 2013 – SEPTEMBER 2018

Primary education , Primary school , Curitiba, Brazil

FEBRUARY 2007

Right to Work

United Kingdom right to work , Settled Status

EU right to work , EU national

Brazil right to work , BR National