
VANESSA DENARDIN

LAVERTON, VIC

0434 981 297 – vanessa.denardin@gmail.com

www.linkedin.com/in/vanessadenardin

<https://github.com/vanessadenardin>

Enthusiastic individual with 10+ years' experience in Tourism and Hospitality, seeking a new career in the digital space expecting to combine recent experience acquired on a Web Development full-time Bootcamp with extensive research and industry-based knowledge.

SKILLS

- Development: Git, Ruby, Rails, JavaScript
- Web: HTML, CSS
- Databases: Postgres
- Analytical skills: SWOT Analysis; Industry Research; Qualitative Analysis; Risk Management
- General: Windows/Mac, Office suite

EDUCATION HISTORY

- 2021 – current

DIPLOMA OF INFORMATION TECHNOLOGY – BOOTCAMP MODE, CODER ACADEMY

- **MASTER OF TOURISM, MONASH UNIVERSITY** (2019 – 2020)
- CERTIFICATE IV IN HOSPITALITY, MELBOURNE POLYTECHNIC (2019 – 2020)
- DIPLOMA OF EVENT MANAGEMENT, MELBOURNE POLYTECHNIC (2018 – 2019)
- POST-GRADUATE STUDIES IN PUBLIC MANAGEMENT (2014 – 2016)
- POST-GRADUATE STUDIES IN COMMUNICATION AND MEDIA PROJECTS (2012 – 2014)
- BACHELOR OF TOURISM (2008 – 2012)

PROFESSIONAL DEVELOPMENT

- **Portfolio website** - <https://vanessadenardin.com/>

Development of a portfolio website using only HTML and CSS, without the use of frameworks, to provide information about technical knowledge and interests, and to expose the work carried out.

- **Terminal app**

Design and implementation of a Ruby terminal application. The Pet Sitter App was intended to replace manual data entry, assisting in managing service requests and storing customers' contact details.

- **Marketplace Project**

Design, build and implementation of a Ruby on Rails web marketplace. The Pet Sitter Club was developed to focus on the user experience, mainly customer to customer, through reviews, while offering pet care services.

- **Get into Tech Bootcamp**, INCO Academy, Nov 2020

- **Become a Data Analyst**, LinkedIn Learning, Sep 2020
- **Become a Digital Marketing Specialist**, LinkedIn Learning, Aug 2020

PROFESSIONAL EXPERIENCE

FOOD & BEVERAGE TRAINEESHIP

MELBOURNE POLYTECHNIC, Mar 2019 – Apr 2020

- Working collaboratively environment as a team, helping colleagues and kitchen staff improve workflow and customer service to provide quality products and services.
- Detail-oriented to ensure that the order placed corresponds to the customer's needs, maintaining standards of cleanliness and safety in designated work areas.

WAREHOUSE ASSISTANT

AQUEO IMPORT & DISTRIBUTION (HAVAIANAS AUSTRALIA), Set 2015 – Feb 2017

- Strong organizational skills to work on multiple tasks at the same time, keeping customer information in line and ensuring that orders are processed on time.
- Participating in training and leading the work of junior staff when needed.

TRAVEL AGENT (Brazil)

OFICINA DA VIAGEM (TRAVEL AGENCY), Nov 2013 – Nov 2014

- Processing customer cash transactions in national and foreign currencies, providing information on current conditions and exchange rates for buying and selling foreign currencies.
- Excellent communicational skills listening and understanding customers to determine their needs to advise them on suitable tourism-related products and services.

INTERNSHIP PROGRAMME SECRETARY OF TOURISM ASSISTANT (Brazil)

PREFEITURA MUNICIPAL DE SANTA MARIA (CITY HALL)

- Performing general office assistant clerk and errands, updating paperwork, maintaining documents, and assisting with client reception as needed.
- Conducting market research, analyzing the data collected and publishing the results in reports on the organization's website.

VOLUNTEER EXPERIENCE

KINFOLK CAFÉ (Dec 2018 – Mar 2019)

MELBOURNE MUSIC WEEK (2018)

ROYAL MELBOURNE SHOW (2018)

MELBOURNE POLYTECHNIC OPEN DAY (2018)

DAREBIN HOMEMADE FOOD & WINE FESTIVAL (2018)