

# VANESSA DENARDIN

0 434 981 297

[vanessa.denardin@gmail.com](mailto:vanessa.denardin@gmail.com) • [www.linkedin.com/in/vanessadenardin](http://www.linkedin.com/in/vanessadenardin)

---

Always looking for meaningful experiences to expand my professional skills and build quality relationships and improve my networking.

## SKILLS

- Strong interest in learning and developing new abilities
- Dynamic and adaptable to different situations
- Keeping tasks, products, and projects under control so they flow smoothly
- Able to work effectively in a teamwork environment
- Warm and friendly personality
- Hardworking
- Advanced computing knowledge. Experience with Microsoft Office suite, emails.
- Analytical skills: SWOT Analysis; Industry Research; Qualitative Analysis; Risk Management
- Strong research skill
- Foreign language: Portuguese and Spanish

## EDUCATION

- **2019 – 2020**  
**MASTER OF TOURISM**, MONASH UNIVERSITY
- **2019 - 2020**  
**CERTIFICATE IV IN HOSPITALITY**, MELBOURNE POLYTECHNIC
- **2018 - 2019**  
**DIPLOMA OF EVENT MANAGEMENT**, MELBOURNE POLYTECHNIC
- **2014 - 2016**  
**POST-GRADUATE STUDIES IN PUBLIC MANAGEMENT**, UNIVERSIDADE FEDERAL DE SANTA MARIA (BRAZIL)
- **2013 - 2014**  
**DIPLOMA IN TOUR GUIDING**, INSTITUTO FEDERAL FARROUPILHA (BRAZIL)
- **2012 - 2014**  
**POST-GRADUATE STUDIES IN COMMUNICATION AND MEDIA PROJECTS**, CENTRO UNIVERSITÁRIO FRANCISCANO (BRAZIL)
- **2008 - 2012**  
**BACHELOR OF TOURISM**, CENTRO UNIVERSITÁRIO FRANCISCANO (BRAZIL)

## PROFESSIONAL DEVELOPMENT

- **Get into Tech Bootcamp**, INCO Academy  
Nov 2020
- **Become a Digital Marketing Specialist**, LinkedIn Learning  
Aug 2020
- **Fundamental of Digital Marketing**, Google  
Jul 2020

## EXPERIENCE

- **2019 – 2020**  
**FOOD & BEVERAGE ASSISTANT**, MELBOURNE POLYTECHNIC  
One of the largest vocational training providers in Victoria instructing students with practical skills and hand-on experience.
  - Providing excellent customer service, answering customer questions, and explaining menu items and daily promotions.
  - Detail-oriented to ensure that the order placed corresponds to the customer's needs.
  - Working collaboratively environment as a team, helping colleagues and kitchen staff improve workflow and customer service to provide quality products and services.
  - Efficient transaction process in a fast and hectic retail environment, operating the cash register, collecting payments, and balancing drawer at the end of each shift.
  - Maintaining standards of cleanliness and safety in designated work areas, replenishing stock, and organizing service stations.
- **2015 – 2017**  
**WAREHOUSE ASSISTANT**, AQUEO IMPORT & DISTRIBUTION (HAVAIANAS AUSTRALIA)  
The licensed distributor of Havaianas in Australia, based in Sydney, with up to 50 employees between office and warehouse.
  - Helping the team to manage the flow of products and inventory through a busy distribution center, under the guidance of a warehouse supervisor.
  - Participating in training and leading the work of junior staff when needed.
  - Picking, packing, and dispatching at least 200 orders per day, according to the schedule.
  - Strong organizational skills to work on multiple tasks at the same time, keeping customer information in line and ensuring that orders are processed in a timely manner.
  - Occasionally preparing stock to retail outlets.
  - Ensuring a clean and safe work environment.
- **2014**  
**TRAVEL AGENT**, OFICINA DA VIAGEM (TRAVEL AGENCY)  
Small tourism services provider and retail store that offers products related to travelling and foreign exchange 7 days a week.
  - Excellent communicational skills listening and understanding customers to determine their needs to advise them on suitable tourism-related products and services.
  - Use promotion and marketing techniques to publicize the company and the services offered.

- Managing budget, enter data into software and maintain statistical and financial records.
  - Processing customer cash transactions in national and foreign currencies, providing information on current conditions and exchange rates for buying and selling foreign currencies.
  - Responding to questions and complaints in a friendly and professional manner.
- **2011 – 2013**  
**SECRETARY OF TOURISM ASSISTANT (INTERNSHIP PROGRAMME),**  
**PREFEITURA MUNICIPAL DE SANTA MARIA (CITY HALL)**  
 The municipal government sector with a team of up to 15 professionals, focused on tourism development in Santa Maria, providing services and information to residents and visitors of the region.
    - Assisting organize and maintain office common areas.
    - Performing general office assistant clerk and errands, updating paperwork, maintaining documents, and assisting with client reception as needed.
    - Event planning and coordination to promote the city, as necessary.
    - Working collaboratively with the project manager and team to maximize productivity.
    - Committed with the entire team to achieve common goals and reporting updates verbally and in written format to management.
    - Excellent organizational, time management and improvisation skills, as well as familiar with the city's layout and history to manage tour groups of up to 50 people per day.
    - Conducting market research, analyzing the data collected and publishing the results in reports on the organization's website.

## VOLUNTARY EXPERIENCE

### KINFOLK CAFÉ

Handled customer relations to ensure a pleasant experience providing front-line customer service. Demonstration of ability to work in a fast-paced and hectic environment and exceptional multi-tasking.

### MELBOURNE MUSIC WEEK

Develop relationships with hosts, suppliers, and organization staff. Assisting ticket sales and tracking attendees.

### ROYAL MELBOURNE SHOW

Assisting the participants and helping the organization's staff to organize stalls and activities throughout the day.

### MELBOURNE POLYTECHNIC OPEN DAY

Helping and providing participants with information about booths and activity schedules during the day. Contacting attendees to get feedback on the event.

### DAREBIN HOMEMADE FOOD & WINE FESTIVAL

Work collaboratively with other team members to organize the floor plans setups on time. Respond to customer requests and direct them accurately.

### MELBOURNE INTERNATIONAL FLOWER AND GARDEN SHOW

Assisting attendees' requests, inquiries and complaints offering a quick and satisfactory solution.

**CITY OF WITTHLESEA COMMUNITY FESTIVAL**

Assisting organization's staff and suppliers in the installation of event infrastructure and equipment. Helping attendees with activity schedules and booths location.

**REFERENCES**

Available upon request.