

PROFESSIONAL PROFILE

Communicative, dynamic, punctual, leadership, efficient, effective, initiative, mastery of extreme situations; organized, cultural, artistic, ecological and architectural knowledge, strategy and logistics, more than thirty years of receptive experience and international travel, sales promotion and service excellence, verbal and written fluency, own writing, excellent interpersonal relationship in teamwork.

SCHOOL TRAINING

Colégio João Paulo II 2nd grade.

UNIVERSITY EDUCATION

Estácio de Sá Tourism

LANGUAGES

Fluent English; Fluent Spanish; Italian - intermediate

SPECIALIZATION WITH CERTIFICATE

ESCUELA SUPERIOR BALEARIS TOURISM

Hotel Management and Management, Travel Agencies and Urbanism.
(Quality management, operational management, and logistics for the tourism company);
(technology and Environment Quality and Sales Strategy in Hotels).

UNITEC (PROFESSIONAL NUCLEUS)

Global International Tour Guide

Theory and professional technique; Communication technique; History of art, geography and history applied to tourism; English; interpersonal relationship at work; first aid, and manifestations of popular culture.

TURISRIO

Tourist training program - Regional Tourism Guide in Valença.
coffee farms / guidance for cultural and ecological tours / field activity (hiking) / accommodation technique / popular demonstration.

RIOTUR

Ecological Tours Specialization Guide

Professional Theory and Technique; excursion technique; human relations; ecology and environmental preservation; first aid; geography applied to ecological tourism; venomous animals; professional behavior technique; communication and expression; notion of caving; basic notion of nutrition; speeches; guidance and group work.

RIOTUR

History of the city of Rio de Janeiro

Art history sec. XVII, XVIII, XIX

Rio and its architecture

GETULIO VARGAS FOUNDATION

Advertising, Merchandising. and Sales Promotion

PROFESSIONAL EXPERIENCE

TOUR GUIDE IN RIO DE JANEIRO

Cargo: International Inbound tourism guide.

Reception, monitoring, information, planning and operation of tours. Service and logistics in hotels, hospitality desk, leisure or corporate groups, solo traveler, and international incentives and congresses.

INTERNATIONAL GLOBAL TOUR GUIDE

International tourism guide air travel and river and sea cruises with Brazilian groups.

Group driving at airports, hotels and tours. Presentation of the cities visited.

Organization and marketing of tours and contracting services directly with local suppliers.

Europe, Middle East, Asia, North America and the Caribbean, Africa.

TRAVEL AGENT

Experience developed in serving the final public in large tourism and travel companies. Training in online booking operating systems. Creation and execution of cultural and ecological tourist itineraries. Elaboration, planning and creation of Rio in Tours Travel Agency.

QUALIFICAÇÕES

COMPUTING

Operating system: Windows

Internet: navigation and search. Advanced knowledge. Office Pack, Corel Draw 12

MANAGEMENT SKILL

Results Monitoring, Team Motivation Capacity, Problem Solving Capacity, Team Coordination, Logistics for large groups, Service Quality Management, Operational Management, Leadership, Negotiation, Brainstorming Techniques, Organizational Vision.

Luiza Cruz De Sordi