

Joana sem Sobrenome

Brazilian, married, 38 years old

Email: xxxxxx@xxxxxx.com

Rua xxxxx, xxxxx - apt. xx - xxxxx - São Paulo

Phone: (11) XXXXX XXXX

Objective: Bilingual Executive Assistant

Professional Profile: Provide support to the administrative department, ability to work in a dynamic environment maintaining a high professional level, proactive, committed and always ready to solve problems.

Academic Background

Graduate's Degree: Management/Managerial and Business Assistance - Universidade Metodista de São Paulo - Conclusion 2012

Bachelor's degree: Bachelor's degree in Tourism - Universidade Bandeirante - Conclusion 2002

Languages: English - Fluent / Spanish - Intermediate

Courses: Financial Analysis and Planning - Conclusion 2010
Sebrae

ESL (English as a Second Language) - Conclusion 2010
West Los Angeles College - USA

Conducting Tours - Conclusion 2007
West Los Angeles College - USA

Hospitality Occupation - Conclusion 2004
Culver City Unified School District - USA

Computer Skills: Understanding of the Windows environment, MS Office, Outlook and the Internet

Professional Experience**XXXXX XXXXX XXXXX XXXXXX LTDA**

- Executive Assistant - 12/2012 – 08/2016

Provided support to the *Head* of the *Wealth Management* department as well as to the team of *Client Advisors*. Controlled and organized meetings and schedules, planned national and international travel, drafted reimbursement reports and expense control reports for the department, organized video conferences, controlled invoices, handled confidential documents and performed other secretarial activities.

- Bilingual Receptionist - 09/2011 - 12/2012

Provided administrative support related to quotes and the purchase of office, kitchen and cleaning supplies, scheduled rooms for meetings, maintained and kept the office, in addition to receiving customers.

XXXXX XXXXXXXX XXXXXXXXXXX S/A – 03/2011 - 08/2011

Bilingual Receptionist - Received customers and assisted the secretaries in their daily tasks.

XXXX XXXXXXXX XXXXXXXX (USA) – 01/2006 - 12/2010

Assistant - Worked in the operational process of the company and provided customer service. Researched prices and products, sales, developed customer portfolios and managed employee schedules, in addition to participating in the customer loyalty process.

XX XXXXXXXX XXXXXXXX (USA) – 07/2004 - 01/2006

Sales - Worked in the sales department, controlled invoices, organized files and checked prescriptions.

XXXX XXXXXXXX (USA) – 03/2004 - 06/2004

Trainee of the Human Resources Department. Provided support to senior management in the organization of files, assisted employees and went through a *job rotation* in various Hotel departments in order to improve know-how.

XXXX XXXXXXXXXXX S/A – 02/2001 - 12/2003

Airport Agent - Provided customer service at the *check in* and boarding hall of Congonhas Airport.

XXXX XXXXXXX XXXXXXX XXXX XX – 02/1998 - 12/2000

Airport Agent - Provided customer service at the *check in* and boarding hall of Congonhas Airport.