

Manoella Tzelikis Miguel

Nationality: Brazilian

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Education:

BA Journalism – Estácio de Sá/SC– 01/2016
Business Management Certificate – Stafford
House Toronto – 08/2021

Spoken Languages:

Portuguese - Native

English – Advanced (C1)

Spanish – Professional working proficiency

I have lived abroad for over 4 years, in the USA, where I learned English and Spanish, and UAE, where I started learning all different English accents. I love meeting new people and their different cultures. My goal is to continue to develop great connections and amaze people and companies around the world with respect, responsibility, charisma, and empathy.

Employment History

Intercultural Cursos no Exterior – Florianópolis/BR

Operations Coordinator of Overseas Higher Education and Au Pair Programs – Oct/20 to Aug/21
Remote Sales Leader (Senior Agent) – Aug/21 to now

- Structuring the Higher Education operations and remote sales sectors;
- Management of consultations, enrollments, payments for suppliers and documents for costumers of Higher Education, Au Pair, Trainee and Internship programs;
- Organizing Price lists and promotions received from the partners;
- Training for franchises and individual agents;
- Weekly meetings with partners to discuss better solutions for operation's processes and commercial relations;
- Creation of manuals and materials to increase agents knowledge and work efficiency;
- Restructuring and reorganization of the operation of the Higher Education and Au Pair programs;
- Case management of students affected by travel restrictions due to COVID-19;
- Assistance in implementing solutions to better serve customers during the pandemic times;

Mandarin Oriental Jumeira Dubai Hotel - Dubai/UAE

Preopening – Server / Supervisor – Dec/18 to Jan/2020

- First employee to be promoted over 600 colleagues, after 2 weeks of the opening;
- Supervisor in the main restaurant to operate breakfast, lunch, and dinner schedules;
- Responsible for a team with over 35 workers;
- In charge of daily server floor plans and side work assignments. Dedicate time and experience to coach and counsel all staff members;
- Responding to the opening and closure of the restaurant;
- Ensure organization, decoration, details, and cleanness of the entire restaurant;
- Train staff on how to handle and resolve issues while giving the best guest experience possible to our customers;
- Utilize the ability to communicate in 3 languages fluently to assist guests and manage staff members;
- Responsible to take care of VIP clients and groups;
- Assist with all private events, supervise when private events manager is not present;
- Follow and monitor high hygiene and allergy standards;
- Ensure all staff are following proper hotel guidelines, procedures and philosophy;
- Following and ensuring, LQA (100% achievement), LQE and Forbes Standard (94% achievement);
- Attend to guest concerns and complaints, attempt to recover all guests throughout their dining experience;
- Answer and assist all guest billing inquiries;
- Balancing of credit cards and cash floats in the beginning and of shifts;
- Mentioned many times on TripAdvisor by the Guests;

Lolita Cocina y Tequila Bar - Boston/USA

Preopening - Waitress and Main Trainer– Aug/17 to Sep/18

- Top sales server for 8 months straight;
- Main trainer for the new server staff;
- In charge, at least 3 days weekly for closing the floor and checking side work finalizations;
- Preferent server for bigger sections of the restaurant and VIP guests;
- Mentioned many times in OpenTable and Yelp reviews;

MTM Tour – Florianópolis/BR

Owner, Travel Agent – Nov/14 to May/17.

- Creating and Managing Content and strategies for website and social media
- Specialist in cruise ships, Europe and Americas tours;
- Consultant of other countries visa appliance;
- Organization of reservations, timelines, travel scripting and getting feedback from customers;
- Awarded by MSC Cruises Brazil and Norwegian Cruise Lines Brazil;

Lagetur Turismo – Florianópolis/BR

Travel Agent – Jan/10 to Aug/14.

- Great knowledge on cruise ships field, being rewarded with many awards and invitations to visit and travel with the biggest companies in many countries;
- Responsible to apply for visas to assist the travelers;
- Creation of "Foliabordo", brand for group that travels during carnival time in Brazil. Growth over 100% per year, from 2011 to 2016;