

Andreia Nunes

Tourism advisor

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resume objective

National tour guide for 9 years with experience on working with different nationalities, ages and groups, looking for a way to use her skills and knowledge to provide customer help services

Professional experience

National tour guide

Freelance / Portugal / 2012 - Present

- Conducted tours in English, Spanish and Portuguese from 2 pax to 55 pax
- Solved critical situations related to customer service
- Developed team leadership skills
- Employed marketing skills to provide a better experience to the customer

Education center member

Ajuda National Palace / Lisbon, Portugal / 2008

- Dealt with correspondence, drafts, memos, and emails
- Greeted visitors and provided them with guided tours of the facility

Ticket sales staff

Monument to the Discoveries / Lisbon, Portugal / 2008

- Greeted visitors and provided them information about the monument and its activities
- Developed sales and marketing skills

Education

Portuguese Modern History & Discoveries Major

NOVA School of Social Sciences and Humanities (2009-2011)

Tourism Information Baccalaureate
Estoril Higher Institute for Tourism and Hotel Studies (2006-2009)

Key skills

Analytical thinking, planning

Strong communication

Accuracy and attention to detail

Problem solving

Team leadership

Social media expert

Zoom/ Teams/Hangouts expert

Language skills

Portuguese, native

English, advanced

Spanish, intermediate

French, basic