

Andreia Nunes

Tourism advisor

contact

(00351) 918947631



andreia.sofia.vieitas@gmail.com



Pcta. Camilo

Pessanha,n.16,1ºDTO,2855-218



Corroios, Portugal

[linkedin.com/in/andreia-nunes-guide](https://www.linkedin.com/in/andreia-nunes-guide)



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