

Curriculum Vitae

João Vitor Palma Ramos

Birthday: September 12, 1984

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Objective

Seeking a leadership position to leverage my expertise in team management, operations, and superior customer service, aiming to contribute to the company's growth through process optimization and delivering exceptional customer experiences.

Professional Summary

An experienced management and customer service professional, with a career spanning since 2012. Transitioned to the maritime industry in 2016. Demonstrated leadership, operational management, and high-quality service delivery, ascending to a Department Manager within two years. Multilingual in English, Spanish, and Portuguese, capable of outstanding communication and rapport-building. Most recently served as a technical manager at a local fitness center, facilitating service improvement strategies, with a commitment to fostering an environment of physical wellness and continuous development. Now seeking new opportunities to leverage my dynamic, reliable, and results-driven professional skills.

Professional Experience

Iron Work Fitness Center – Since December 2022

Technical Manager

- Supervised service quality, focusing on excellence in customer service and training.
- Trained staff to ensure alignment with quality standards and continuous improvement strategies.
- Assisted in implementing strategies to enhance customer experience and team performance.

MSC Cruises – 2019 to 2022

Spa Manager

- Managed spa services, overseeing daily operations and service quality.
- Trained and developed a multicultural team, ensuring premium service standards.
- Implemented operational improvements, increasing customer satisfaction and efficiency.

MSC Cruises – 2018 to 2019

Assistant Spa Manager / Spa Receptionist

- Supported spa management, coordinating daily operations and ensuring passenger satisfaction.
- Managed front desk operations, reservations, and wellness services.

MSC Cruises – 2016 to 2018

Fitness Instructor

- Conducted physical training and monitored fitness activities onboard.
- Developed and executed personalized training plans, focusing on passenger health and well-being.

SESC Parana – 2012 to 2015

Sports Physical Development Technician

- Developed and executed personalized training plans, focusing on passenger health and well-being. Conducted training programs for elderly individuals, promoting physical well-being and mobility.
- Organized and coordinated sports and leisure events to engage diverse audiences.
- Provided sports and pre-sports training, focusing on skill development and physical fitness.
- Delivered high-quality customer service, ensuring client satisfaction and engagement.
- Led a social project in underprivileged communities, utilizing sports as a tool for youth development and social inclusion.

Academic Background

- Bachelor's Degree in Physical Education – Unibrasil University
Graduated in 2011
- Degree in Physical Education – Federal University of Paraná (UFPR)
Graduated in 2007

Languages

- Portuguese: Native
- English: Fluent
- Spanish: Advanced
- Italian: Basic

Skills & Competencies

- Leadership and management of multicultural teams
- High-quality customer service and premium experience delivery
- Operational planning and logistics
- Project management and process improvement
- Fluent in English and Spanish
- Physical training and wellness monitoring

References

Available upon request.

Genoa, 12/12/2022

TO WHOM IT MAY CONCERN

Dear Sirs,

As Agents of OVM SPA MANAGEMENT, Concessionaire Company of Beauty Salon and SPA on board MSC Cruise vessels, we confirm Mr PALMA RAMOS JOAO VITOR born in CURITIBA - BRAZIL on 12/09/1984 served on board following cruise vessels for the following periods with different positions:

Ship	From	To	Rank
MSC FANTASIA	27/09/22	08/11/22	SPA MANAGER
MSC BELLISSIMA	07/05/22	25/09/22	SPA MANAGER
MSC BELLISSIMA	24/07/21	10/04/22	SPA MANAGER
MSC DIVINA	10/03/20	02/04/20	SPA MANAGER
MSC OPERA	26/10/19	19/02/20	SPA MANAGER
MSC FANTASIA	24/08/19	25/10/19	SPA MANAGER
MSC PREZIOSA	04/08/19	23/08/19	SPA RECEPTIONIST
MSC BELLISSIMA	16/02/19	28/06/19	SPA RECEPTIONIST
MSC MERAVIGLIA	25/09/18	13/12/18	SPA RECEPTIONIST
MSC MERAVIGLIA	20/04/18	24/09/18	FITNESS INSTRUCTOR
MSC MUSICA	30/10/17	25/02/18	FITNESS INSTRUCTOR
MSC MERAVIGLIA	09/07/17	29/10/17	FITNESS INSTRUCTOR
MSC MUSICA	29/11/16	15/06/17	FITNESS INSTRUCTOR

During his contracts he demonstrated professionalism and determination, giving Company good results.

Sincerely yours,

Enterprise Shipping Agency
Rachele Firpo
Deputy Crew Fleet Manager

