

**Bruno da Silva Oliveira**

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Age: 33

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## Professional Summary

Dedicated and customer-focused professional with over 7 years of experience in the hospitality industry, specializing in **guest services**, **reception** management, and **administrative support**. Proficient in managing hotel operations, delivering excellent customer service, and utilizing hotel management systems. Fluent in Spanish and with advanced proficiency in English, offering strong communication skills and an ability to thrive in fast-paced environments.

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## Work Experience

### **Hotel Porto Sol Ingleses** – Florianópolis, SC

**Senior Receptionist** | Apr 2020 – Present

- Provide exceptional customer service to hotel guests, ensuring a smooth and pleasant check-in/check-out process.
- Handle guest inquiries, reservations, and room assignments, delivering personalized service and resolving any issues promptly.
- Oversee front desk operations, including coordination with housekeeping, maintenance, and other departments to meet guests' needs.
- Manage hotel management systems (e.g., PMS, CRS) for reservations, check-in/check-out, and billing.
- Supervise and train new reception staff, ensuring consistency in service quality.
- Maintain accurate records and assist in administrative tasks, such as preparing reports and handling guest feedback.

### **Costão do Santinho Resort** – Florianópolis, SC

**Receptionist** | Sep 2015 – Jan 2020

- Welcomed guests and provided information on resort amenities, services, and local attractions.

- Assisted with check-in/check-out, reservations, and guest requests, ensuring high satisfaction levels.
- Processed payments and handled billing inquiries, ensuring accuracy and efficiency in financial transactions.
- Supported management by coordinating guest activities and handling any issues or complaints professionally.
- Collaborated with different departments, such as housekeeping and food & beverage, to enhance the guest experience.

**Pousada Rosas Verdes – Florianópolis, SC**  
**Administrative Assistant | Oct 2013 – Sep 2014**

- Assisted with front desk operations, managing guest check-ins, bookings, and providing general information.
- Maintained office organization, including filing documents, preparing reports, and scheduling appointments.
- Supported administrative tasks such as invoicing, handling payments, and preparing daily reports.
- Provided support to the management team to improve internal processes and customer service standards.

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## Languages

- **Portuguese** – Native
- **Spanish** – Fluent
- **English** – Advanced

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## Courses and Certifications

- **Customer Service** – Sebrae | Apr 2020 – Jun 2020
- **Customer Service Management** – RD University | May 2023 – Jul 2023

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## **Skills**

- Hotel Management Systems (PMS, CRS, Opera)
- Guest Relations and Service Excellence
- Reservation and Front Desk Operations
- Conflict Resolution and Problem-Solving
- Billing and Payment Processing
- Administrative Support
- Team Leadership and Training
- Communication Skills
- Multitasking and Time Management
- Microsoft Office Suite