

# Olivia Dias Pontes

## Personal information:

Birth date: 07/01/1983

City / Estate/ Country: São Paulo SP Brazil

E-mail: olivia-pontes@hotmail.com

Phone: 55 47 990663930

ID Skype: oliviart2

Person to contact in case of emergency: Izilda

Relation to applicant: mother

Phone: 55 11 994890243

## Qualifications Summary/ Areas of Expertise:

Guest service, hostess, excursion, guide

## Goals:

Shore excursion

## Languages and computer skills:

Portuguese: Mother Tongue / Native

English: Advanced

Italian: Intermediate

Spanish: Intermediate

## Academic and Extra Courses Background:

University/School Name: Uninter

- Location (city and country): São Paulo Brazil
- Institution Start Date (09/2019):
- Graduation/Expected Graduation Date: 12/2023
- Field of Study: Tourism Management

2016 – Universidad de Córdoba - Argentina - specialization on line in Cultural Management

2015 – Teacher Training Cultural and Development of Art and Culture - Indonesia – Batik

2012 – Faculdade Paulista de Artes – São Paulo Brazil– Art Education/Visual Arts

## Experience (Formal + Informal / Freelancer):

Employer Name: Costa cruises

- Location (city and country): Genoa Italy
- Job Title: Tour expert
- Dates of Employment: from may/2022 to nov/2022
- Responsibilities and achievements: Public announcements, translations, tour escorting, selling, office tasks

Employer Name: Msc cruises

- Location (city and country): Sorrento Italy
- Job Title: International hostess
- Dates of Employment: from jan/2020 to nov/2021
- Responsibilities and achievements: Public announcements, translations, guest entertainment and assistance.

## International Experience / Volunteer / Leadership

Lived in Indonesia with scholarship for 1 year - 2015

Visited 24 countries

Worked as a museum guide in Sao Paulo from 2006 to 2010