



# ALLYNE NEVES

## MASSAGE THERAPIST & SPA MANAGER

40 YEARS OLD, MARRIED, NO CHILDREN. CNH  
AB  
AVAILABILITY: SHIPBOARD POSITIONS &  
FLEET OPERATIONS

## PROFESSIONAL PROFILE

Graduated in Administration with an emphasis on Foreign Trade, I have more than 10 years of experience in the Administrative sector, providing assistance to directors, executives and senior management of Natives and Expatriates as well as Travel Management, Corporate Events, Third Party Contracts and Facilities Management are also among my qualities. Experienced and with the ability to entertain, communicate and socialize and also speak in public with people of different nationalities in a multicultural environment. My experiences as a Hostess in the Guest Services sector on an international cruise ship gave me the opportunity to add new knowledge and values and results such as Excellence in Service and Customer Satisfaction. I currently work in the health and well-being sector as a massage therapist and teach courses in the area of massage therapy.

## CONTACT

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## EDUCATION

2006 - 2011

### UNIESP

Bachelor in Administration and Emphasis in Foreign Trade

2003 - 2005

### ETEC PRIMEIRO DE MAIO

ACCOUNTING TECHNICIAN

- LICENSED MASSAGE THERAPIST-2020
- STCW
- VISA, PASSPORT, C1D / B

## LANGUAGES

- NATIVE PORTUGUESE
- FLUENT ENGLISH
- ADVANCED ITALIAN
- BASIC SPANISH

## PROFESSIONAL TRAJECTORY

### ENTREPRENEUR IN THE HEALTH AND WELL-BEING FIELD

Allyne Massoterapia, SPA& Escola  
2020 -CURRENT

Responsible for managing all activities, ensuring that the treatments offered meet customer expectations. Responsible for planning and executing services, financial management, creating marketing campaigns to attract new customers and maintaining a safe and welcoming environment for everyone. As a Massage Therapist performing massage therapy techniques, and as an Educator teaching training courses training Massage Therapist professionals

### MSC CRUISES ( CRUISE SHIPS)

International Guest Services  
SEP , 2018 to Mar , 2020

Multinational Maritime Company, I was responsible for serving a capacity of 6000 customers and guests of different nationalities and using different languages, passing through around 42 countries on board a ship Of International Cruises, with the skills of finding appropriate solutions in resolving demands, ensuring excellent service and customer satisfaction. -Guests through an interface with the leadership of all Hotel departments and internal administrative processes, using the Fidelio integrated system to make check-in requests, badge issuance, Exchange Operations, financial transactions and Payments, working on daily shifts 11 hrs/day all 7 days a week

### Olin Corporations

Bilingual Assistant to the Director  
Mar , 2018 to Aug , 2018

Global Company located at the DowQuímica Plant site in Guarujá Brazil, where I worked as a Management Assistant on a temporary contract for Implementation, with Document Translation, Responsible for the Management of Scheduling and Meeting Minutes, Room Reservation, Corporate Events and Conference Call, Travel Logistics and People purchasing airline tickets, booking hotels and providing corporate expense accounts

### Cargill S/A

Bilingual Secretary  
Mar , 2017 to Jan , 2018

Temporary Contract to cover Maternity Medical Leave, TEG - TEAG - Terminal Export IN Guarujá, Brazil , Sugar and Bulk, Multinational Company in which he acted as Responsible for the agenda of the Director and 5 Managers, Booking Rooms for Meetings and Conference Call, Logistics Management of People with and Control and Accounting for Corporate Expenses with the purchase of airline tickets, accommodation and other travel expenses and Management Reports. Management of national and international accounts made through the Corporate Credit Card, as well as the expiration, renewal of contracts and registration of new ones customers/suppliers. Facilitate, Management of contracts with travel agencies, rentals, postal insurance, taxi, motorcycle courier. Organization of Events promoted by the company such as space, Coffee Break, administrative routines of the sector, document archiving, purchases and new administrative uniforms, request for business cards visit, and distribution of items. Preparation of Spreadsheets and Management Reports, General Expenses, Inventories, Pouches, Service and Handling of PABX for International Calls Service External Audits

### Brasil Terminal Portuário

Bilingual Receptionist  
Ap, 2015 to Jun , 2016

Large National Company, where he was responsible for receiving foreign visitors and crew, operating the Senior System, providing information on programming, opening hours, visiting rules in Portuguese, English, Spanish and others. Issuing badges and procedures for releasing Access to Customs Control in Porto's Customs Precincts with CODESP, ABTRA, ISPS CODE. Direct contact with all integrated departments, Room Reservation.