



SOFIA MOREIRA

SINTRA, LISBON, PORTUGAL

PROFILE

My passion for the field of Tourism and Hospitality has grown over the years. With experience in reservations, administrative tasks, and guest services, I bring a blend of organizational and customer service skills to the table. My education includes a Bachelor's Degree in Hospitality Management and Tourism, providing me with a solid foundation in the industry. I am adept at multitasking, adapting to new environments, and collaborating with diverse teams. My goal is to leverage my skills to excel and continue to grow in the dynamic field of hospitality and tourism.

CONTACTS

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QUALIFICATIONS

LANGUAGES

- Portuguese (Native);
- English (Fluent, C2);
- Spanish (Basic, A2)
- French (Basic, A2).

DIGITAL SYSTEMS

- Microsoft Office software (Word, Excel, PowerPoint, Publisher, Outlook);
- WhatsApp, Teams and Zoom
- Host, Opera and Materials Control hotel operating systems and Marriott Hotels IT systems;
- SAP
- The Fork F&B reservation system;
- Galileo and Amadeus travel agency operating systems;

HOBBIES

- Regular practice of sport (swimming);
- Arts and Crafts to relax (e.g. painting and cross-stitching).

EDUCATION

Turismo de Portugal Course "As bases do marketing digital" (Digital Marketing)	MAY 2024 – JUN 2024
Europeia University Level 6 – Bachelor Degree in Hospitality Management	SEP 2020 – JAN 2024
Europeia University Level 6 – Bachelor Degree in Tourism	SEP 2020 – JUN 2023
TH ² , Tourism and Hospitality Consulting Course "Laboratório de atendimento e check-in" (Hospitality)	APR 2018 – MAY 2018
INP, by Lusófona University Level 5 – CTeSP (Higher Professional Technical Course) in Tourism and Hospitality	SEP 2015 – JUN 2017
TH ² , Tourism and Hospitality Consulting Course "Facebook para empresas" (Digital Marketing)	JUN 2016 – JUL 2016

(according to the EQF - European Qualification Framework)

PROFESSIONAL EXPERIENCE

Boundless Life Sintra <u>Cumunity Host</u>	SET 2024 – JUN 2025
- Responsible for the telephone service and electronic correspondence, including Slack App, contact with partners and potential partners.	
Herdade da Matinha Country House <u>Sales and Reservations Assistant</u> (Extracurricular Internship, Remote Experience)	JUN 2022 – AUG 2022
- Responsible for the telephone service and electronic correspondence, assisting in managing reservations (Host operating system) and contact with partners and potential partners.	
Penha Longa Resort, Ritz-Carlton Hotel (Marriott Hotels) <u>Engineering Administrative Assistant</u> (Professional Internship)	FEB 2019 – FEB 2020
- Responsible for assisting in the distribution of work, purchase orders (create and adjudicate), reports of works, paints or problems in the hotel, system invoices, purchases from suppliers and small maintenance works.	
- Extra work in F&B (catering for events inside the hotel), housekeeping, wellness center (swimming pool assistance) and finance (administrative assistance).	
Eurovision, by RTP (Portuguese Television Radio) <u>Hostess</u> (Extracurricular Internship)	APR 2018 – MAY 2018
- Responsible for the Portuguese Delegation in the annual Eurovision Song Contest 2018, 63 rd edition, held at FIL and the Altice Arena pavilion, serving as the communication between event and delegation (schedules/ transports/ security) and support for rehearsals, training sessions, concerts, interviews, tourist visits, parties and the competition.	
INP, by Lusófona University <u>Support Staff</u>	SEP 2017 – JAN 2019
- Responsible for the students in the Tourism Innovation Journeys II ideas contest, involving a trip through Alentejo, helping in the opening session, during the course of the trip and the closing session.	
Penha Longa Resort, Ritz-Carlton Hotel (Marriott Hotels) <u>PBX and Back Office Agent</u> (Professional Internship)	FEB 2017 – SEP 2017
- Responsible for internal and external communications (telephone and electronic).	
- Extra work in F&B (hostess at the Mercatto restaurant; catering for events inside the hotel), Front Office (training new employees/interns), Resort Activities (activities with children holidays), housekeeping, wellness center (swimming pool assistance), maintenance and golf (assistance with course cleaning).	
INP, by Lusófona University <u>Support Staff</u>	SEP 2016 – JUL 2017
- Responsible for the students in the Tourism Innovation Journeys I ideas contest. involving a trip through Douro.	

VOLUNTEER EXPERIENCE

Web Summit, by H&M Group	NOV 2021
- Responsible for assisting in the event onsite assembly and public management, at FIL and Altice Arena pavilion.	
Building the Future, by Imatch	JAN 2020
- Responsible for the onsite entry and exit control, public management and assistance to stands in the Carlos Lopes Pavilion.	
Lisbon Games Week, by Marginal Voluntariado	NOV 2018 & NOV 2019
- Responsible for the onsite tourist office, entry and exit control, public management and assistance to stands.	
65 th Annual Convention of the German company DRV, by APAVT (Portuguese Association of Travel and Tourism Agencies)	NOV 2015
- Responsible onsite for delivering tourist assistance and communications about the event (schedules/ transports/ security) for event participants staying at Hotel Dom Pedro Lisboa.	