

### PROFILE

Brazilian citizen, 36 years old, no kids. Living in Malmö, Sweden. University Degree in Social Sciences, Communication and Law. Solid experience (5 years) as a self- entrepreneur on managing of hosting accommodations. Solid experience (5 years) in production, organization and troubleshooting of sport events and ticketing in Brazil (FIFA), England and Germany. Also experienced (2 years) in big-account sales, as well as training and qualification of sales teams in emotional selling methods for high profile hospitality products (Time-Share). Recognized throughout the career for professionalism, rapid learning and results, high ability to meet deadlines and excellent skills in analysis, writing, reasoning and information technology and conflict managing praxis. English language proficiency with TOEFL-ITP Certificate level B2 (advanced). Advanced computing in Windows, Linux and MAC OS. Co-founder of an NGO in Salvador, Bahia, Brazil. Participation and idealization of political campaigns for the Brazilian elections in 2018.

### PROFESSIONAL BACKGROUND

2015-present

### Managing and Administration of Business in Hospitality Area, Self-Entrepreneur

* Administration and managing of holiday accommodations, using as platforms websites as Airbnb, Booking,com and Homeaway.
* Accommodation maintenance and inspection.
* Integral customer care service in pre-sales and after-sales. Portfolio based in majority of international customers.
* Troubleshooting and conflict managing.
* Guided tours
* Interpretation and translation (English/Spanish/Italian to Brazilian Portuguese)

Results

* Excellent reviews from costumers
* Solid costumer portfolio
* Expanded basis to other countries (Germany, UK)

2015-2018

### Freelance producer and media managing in Sport Events, Self-entrepreneur

* Organization and management of football supporter's clubs from the Bundesliga (RB Leipzig) and Premier League (Liverpool and Manchester United).
* Providing of season tickets for home matches as well as full support for the clients on trips to away matches such as transport, tickets, accommodation, food and other recreational activities.
* Creation of advertising pieces, design of exclusive products related to the supporter's clubs.

Results

* Spokesperson (English) for the Supporter's Club in matters related to the Football Clubs, with excellent relationship with the presidents and people of high commission charges.

2014-2014

### Bilingual Attendance at FIFA World Cup Brazil 2014, Match Services AG

* Bilingual Customer Service for the FIFA World Cup 2014, at the FIFA Ticketing Centre.
* Ticket printing and auditing using high-precision data processing in fraud control, bilingual assistance to the

 public through support and troubleshooting.

* Experience in a large sports event, with support for matches at the Fonte Nova Arena Stadium, in Salvador- BA, acting in the resolution of issues related to ticketing, seating, group sales and VIP sales.
* Interpretation and translation (English/Spanish/Italian to Brazilian Portuguese)
* Troubleshooting and conflict management related to buying, selling and ticketing technology. Results
* In charge of the Ticket Clearing Point (TCP) recognized by FIFA as the best troubleshooting action during the matches in the Arena Fonte Nova Stadium of the Fifa World Cup Brazil 2014
* Salvador da Bahia recognized by FIFA as the Best Venue Operations of The FIFA World Cup Brazil 2014

2013-2013

### Bilingual Attendance at FIFA Confederations Cup Brazil 2013, Match Services AG,

* Bilingual Customer Service for the FIFA Confederations Cup Brazil 2013, at the FIFA Ticketing Centre.
* Ticket printing and auditing. Bilingual assistance to the public, customer support.
* Interpretation and translation (English/Spanish/Italian to Brazilian Portuguese)
* Experience in a large sports event, with support for matches at the Fonte Nova Arena Stadium, in Salvador- BA.
* Troubleshooting and conflict management related to buying, selling and ticketing technology. Results
* Salvador da Bahia recognized by FIFA as the Best Venue Operations of The FIFA Confederations Cup Brazil 2013

2010-2012

### Sales Attendance and Managing in Tourism and Hospitality, Royal Holiday Travels and Tourism

* Sales of tourist product of very high standard (Time-Share).
* Sales support in tourism and hospitality areas, as well as tourism and travel consultancy.
* Large sales closure for high-value customers using emotional selling sales techniques.
* Supervision and training of staff, through classes and training. Results
* Member of the” dream sales team” in charge of the new operation in Fortaleza, Brazil, responsible for training of the new recruited local team.
* Recognized throughout the company for introducing humanistic learning with classes in Geography and History in the learning processes of emotional selling in Tourism in Hospitality.

2007 - 2012

### Mystery Client and Auditor, Instituto Datafolha

* Audit of Cinemas exhibition rooms of the city of Salvador, Bahia, Brazil.
* Verification of quality standards of exhibition of box-office movie productions, according to the norms requested by media producing companies as 21th Century Fox and Paramount Pictures.
* Writing of highly accurate reports as well as using high-security database for data processing.

### EDUCATION

**Wyden International Uniruy (Brazil)**

Law, BA

International Law Business Law

Sports Law

2015-2018

### Federal University of Bahia (Brazil)

Social Sciences, BA

Sociology, Political Sciences 2002-2006, 2013-2015

### Federal University of Bahia (Brazil)

Communications, BA

Production in Communication and Culture Communications Consultancy

Production in Culture - Cinema 2007-2011

# OTHER PROJECTS

## 2018

**CASA FLOR DE MANDACARU – WOMEN'S SPACE FOR EMPOWERMENT AND PROFESSIONAL QUALIFICATION, *Non-Profit Institution, Social Organization***

*Co-Founder, Director of Events, Planning and External Relations. Junior Legal Counselor.*

Social Organization, aimed to human and vocational training of women in situations of social vulnerability, implemented in Salvador da Bahia, Brazil. The project aims to help women with professional guidance, legal counseling, and professional training courses focused on the concepts of solidarity economy and sustainable economy as solutions for the relocation of these women in the labor market.

2018

**MULHERES DA BAHIA CONTRA O FASCISMO - WOMENS OF BAHIA AGAINST FASCISM, *Social Movement***

*Founder Member, planning secretary, public relations expert, social media expert, public speaker*

Social movement against the advances of Fascism in its various faces, coordinated by a group of women of various ages, races and political positions. The movement achieved worldwide prominence by generating a series of public demonstrations throughout Brazil, with Bahia being one of the highlights, with more than 120.000 people attending the public event in September 29, 2018.

2018

**#VOTANAGENTE, *Political Campaign***

*Founder Member, social media expert, public relations.*

National political campaign of popular appeal, non-profit, focused on social media, launched in the Brazilian elections of 2018, with the objective of strengthening the candidacy of Fernando Haddad to the Presidency of Brazil.

Work focused on humanizing and approaching the political figure of the peripheral social classes, based on the approach of local and political leaders with the people, through dialogue, cultural demonstrations and public demonstrations for audiences with more than 50,000 people. Solid focus on combating the phenomenon of "fake news" through social media like WhatsApp, Facebook and Twitter, having excellent results in the growth of the number of voters, even with the antagonistic result of the elections.

2009

**"FILMOGRAFIA BAIANA”, Portal.**

<http://www.filmografiabaiana.com.br/>

## Project financed by the Brazilian Ministry of Culture and the Culture Fund of the State Government of Bahia, which aimed to catalog all the cinematographic productions held in the State of Bahia, Brazil. The website has become a valuable research tool for students and researchers of Cinema in Brazil and worldwide. Field research activities, interviews and data processing for website maintenance.

**OTHER ACTIVITIES**

2018

**”Who is Jair Bolsonaro? Expectations and new directions for Brazil after the 2018 Elections”**

*Radio Station interview as a special guest*

interview given to the radio program Behind the News with Doug Henwood, Radio KPFA 94.1 California, United States, at the invitation of Prof. Dr. Forrest Hylton, Ph.D. in Latin American History - New York University and professor of universities such as Harvard and National University of Medellin in Colombia. Available at https://kpfa.org/player/?audio=301242

2010

**Circuito Bahia de Cinema – Circuit Bahia of Cinema**

*Cinematographic Critics' Course*

Teached by Pablo Villaça, the greatest critic of Cinema do Brasil, the course covered the basic principles of critical theory and cinematographic criticism, exemplifying general concepts applied through interdisciplinary interpretation and analysis of films and language evolution in the history of cinema, besides add a decolonialist look at cross-cutting critiques, such as gender, class, ethnicity, race, territoriality and sexuality issues. It aimed to define the attitude of a critic to a movie. An attitude of confrontation, of proposition of ideas and not of merely technical analyzes.

**SKILLS**

### IT SKILLS

* Microsoft Windows, *advanced*
* Microsoft Office, *advanced*
* CorelDraw, *advanced*
* Adobe Illustrator, *proficient*
* Adobe Pagemaker, *advanced*
* Adobe Photoshop, *advanced*
* Adobe Premiere, *proficient*
* Prezi, *advanced*
* MemoQ*, advanced*
* SQL Trados*, Proficient*

### LANGUAGES

* **Portuguese,** Mother Tongue
* **English,** Fluent
* **Spanish,** Proficient
* **German,** Basic
* **Danish,** Basic
* **Swedish,** Basic