

# CAROLINA BRISOLA BASTOS

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## Professional Summary

Experienced professional graduated in tourism with more than ten years of experience having worked at airports, on board aircraft as a flight attendant and for travel agencies. Professional dedicated to providing excellent service to current and new customers. Comfortable working in a fast-paced environment attending to customer service needs including incoming calls, product questions, issue resolution, and order processing.

## Work History

### **Business Travel Consultant May 2022 - Current Bcd Travel - Barcelona, Spain**

Business travel processing. Air, hotel, rail and car bookings management. Have a strong understanding of a client travel policy and consistently provide consultation to the customer. Provided the client with the required industry information, such as low fares, exchange costs, and penalties.

### **ESL Teacher Sep 2019 - Apr 2022 Self employed - Olot, Spain**

Educated students in basics of English grammar and conversational speaking. Developed activities and integrated technology to diversify instruction. Attended workshops to learn about student motivation and engaging learning activities. Created monthly academic status reports based on in-depth student evaluations. Created projects based on the group's needs.

### **Internship in Management Apr 2017 - Sep 2017 Hotel Finca el Ventos, Spain**

Booked large groups for weddings, seminars, conferences and other events, providing best available room rates. Offered appropriate reservation options based on expected attendees when coordinating events. Prepared bills for customers and delivered to rooms on the day of check-out.

### **AppleCare Advisor Jan 2015 - Jun 2016 Apple Care Sao Paulo, Brasil**

Offered excellent customer service by actively listening to customers' needs and empathically discussing solutions. Resolved service and technical problems for customers by asking clear and specific questions. Referred unresolved customer grievances to designated departments for further investigation.

### **ESL Teacher Jul 2009 - Jan 2015 Yázigi English School - Sao Paulo, Brasil**

Educated students in basics of English grammar and conversational speaking. Developed activities and integrated technology to diversify instruction. Attended workshops to learn about student motivation and engaging learning activities. Created monthly academic status reports based on in-depth student evaluations. Participated attentively at school's special events and celebrations.

### **Flight Attendant Feb 2006 - Apr 2009 Gol Linhas Aéreas Inteligentes - Sao Paulo, Brasil**

Ensured aircraft and passenger compliance with policies, procedures, regulations and safety guidance. Answered passengers' questions and provided solutions to issues arising during flights. Served beverages and food items from refreshment cart and provided information about in-flight offerings to passengers. Drove passenger satisfaction by answering questions and providing solutions to issues arising during flights promptly.

### **Airport Agent Feb 1998 - Feb 2004 Latam Airlines - Sao Paulo, Brasil**

Collaborated with internal team to facilitate safe and on-time departure. Assisted passengers with claims for lost and damaged luggage. Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service. Prepared customer invoices accepted payments and processed refund and cancellation requests. Booked and re-booked airline tickets.

## **Languages**

English – Business proficiency Spanish – Business proficiency Portuguese – Native  
Catalan – Business proficiency

## **Education**

Tourism – Ibero Americana University – Sao Paulo, Brasil