

LUISS MAGALHAES

SALES, OPERATIONS & CUSTOMER SERVICE

Dual citizen of Germany and Brazil | Seeking AEWV

CONTACT

Location:

Belo Horizonte, Brazil (Willing to relocate to South Island, NZ)

WhatsApp:

+553172210834

Email:

luisanselmoam@gmail.com

My Story:

<https://luis.magalhaes.cv/map>

SKILLS

Multilingual:

- Fluent English, Portuguese and Spanish
- Advanced German
- Basic French and Italian

Hospitality Ops:

- Check-in/out
- Reservation Management
- Conflict resolution
- Concierge

Sales & Customer Success:

- Clients' Needs & Wishes Identification
- Negotiation of Upgrades
- Post Sales

Administrative:

- Financial controls
- Administrative routines
- Internal Auditing

Management:

- Small commercial, technical and administrative teams
- Branch Operation
- Training of colleagues

PERSONAL STATEMENT

Multilingual Sales, Customer Service and Operations Specialist with dual German-Brazilian citizenship. I offer high-level guest service (English, Portuguese, Spanish, German, French, and Italian) backed by technical operational expertise. With a proven track record in high-pressure airline, cruise, and hotel environments, I am a versatile 'all-rounder' capable of managing front-of-house, administrative tasks and auditing, and sales. Seeking to leverage this diverse background to support an accredited South Island organization's growth.

CORE PROFESSIONAL EXPERIENCE

Customer Support & Sales | Hagebaumarkt | Germany

July 2023 – May 2024

- Front-line customer queries and support
- Advise customers on technical product specifications, ensuring high satisfaction and brand&branch loyalty.
- Internal yearly complete inventory (physical-system syncing).

Technical Consultant | Qiado | Germany

March 2021 – March 2022

- Project Management Officer (support to Project Managers and Operations Manager).
- Creation of BI Dashboard for internal and external clients to streamline reports and control of SAP system.
- **Achievement: Streamlined project reporting for multiple teams, increasing data accuracy and control.**

Onboard Store Agent (Sales) | MSC Cruises | Brazil

November 2014 – April 2015

- High-pressure sales of duty-free and luxury items in a cruise ship.
- **Achievement: the team was the 2nd best-selling team worldwide.**

Store Agent (Sales) | Pantanal / TAM Airlines | Brazil

June 2010 – August 2011

- High-pressure airport sales of tickets.
- Flight re-accommodations and service recovery.
- Check-in and boarding operations.
- Filling of reports and internal administrative documents.
- Provided occasional support to the Supervisor, taking over leadership tasks in their absence.

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REFERENCES

Available upon request

ACADEMIC

BSc in Computer Science

- FSC - 2022 - present
- expected Graduation on September 2026**

Relevant Coursework toward BSc in Business Administration:

- SOCIESC - 2005-2006
- Uni-BH - 2010
- UFSJ - 2011

Driving Licenses:

Full, clean German (EU) & Brazilian Licenses (Category 1 and 6 Equivalent).

PROFESSIONAL EXPERIENCE (continuation)

Sales Assistant | Masterflows / Nambei | Brazil

March 2007 – April 2008

- Assistance to B2B Sales Representative of electrical cables for construction companies.
- Relationship building with clients base.
- Negotiation and renegotiation with regular clients.
- Supply chain overview and post-sales, to ensure proper delivery, solution of order problems and customer satisfaction.
- **Achievement: Delivered a 100% increase in office's sales and a 120% rise in office profitability within 9 months.**

Receptionist / Supervisor Trainee | Holz Hotel | Brazil

April 2005 – August 2006

- Check-ins, check-outs and support to clients.
- Payables control and support to board of directors.
- Assistance to external auditors.
- Training of reception staff and internal auditors.
- **Achievement: recover of company's negative account balance and improvement of hotel's operations with better trained internal auditors**

ADDITIONAL PROFESSIONAL BACKGROUND

• Project Manager | Ipsos | Chile

February 2016 – January 2017
Market Research company

• Ops Manager Trainee | CHI | USA

March 2012 – September 2013
US Work & Travel Visa Sponsor company

• Assistant Manager | Tam Viagens | BRA

August 2011 – February 2012
Travel Agency
Achievements: 40% sales increase in 4 months

• Travel Agent | Ponte Aerea / CVC | Brazil

May 2014 – November 2014
April 2015 – October 2015

• Small Business Consultant

Real Banquetes – 2014 | Mexico

Achievements: 80% increase in sales in 8 months

Studio 2 Pra La 2 Pra Ca – 2006 | Brazil

Achievements: 50% increase in enrollments in 3 months

PERSONAL INTERESTS

Technology & Innovation: Following trends in AI and consumer and industrial technology.

Cultural Exchange: Enthusiast of language learning and international culture.

Sciences & Human: Lifelong learner with focus on Cosmology, Physics, Psychology, Sociology.

Outdoor & Adventure: Enthusiast of camping, motorcycle travel, photography, radical sports.