

Carla Giulianini

Passionate about communication.
Joyful, methodical, disciplined, responsible and thoughtful.
I like a good challenge and geting out of my confort zone.

Contact me

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Skills Summary

- Communication
- Active Listening
- Customer Service
- Problem Solving
- Management & Organization
- Creativity
- Marketing
- CRM
- Amadeus & Galileo
- Social Media
- Office automation
- Data Analysis

Educational History

EAE Business School
Oct 2019 - Oct 2020

- Masters in Marketing
- Minor in Design Thinking
- Thesis Final Mark: 9,5

Universidad del Salvador
Mar 2009 - Dec 2013

- University Degree in Tourism & Hospitality

Work Experience

Production Paradise
May 2020 - present

- Working on email marketing campaigns
- Research for new prospects
- Working with the company's CRM
- Managing company's social media communities
- Editing online magazines
- Preparing articles for company's blog

Aervio Solutions
May 2019 - Mar 2020

- Corporate travel consultant & organizer dedicated to Hugo Boss, Aristocrazy & Joyerías Suarez, BCN Visión, Ramboll.
- Invoicing & collection
- Incident management

American Express GBT
Jan 2018 - Apr 2019

- Service-oriented counseling of business clients in English/Spanish (VIP clients)
- Handling of customer service complaints
- Consulting, fare calculation and sales of flight tickets via Amadeus
- Reservation of hotels, cars and rail via Amadeus
- Issuing of travel documents and invoices in alignment with customer policies
- Training and mentoring of new colleagues

Work Experience

Biblos Travel
May 2016 - May 2017

- Trip bookings according to sales department
- Invoicing
- Preparing travel documents
- Visa management
- International payments

Park Hyatt Palacio Duhau Buenos Aires
Aug 2015 - Apr 2016

- Front Desk Receptionist
- Concierge services
- Handling customer´s requirements and complaints
- Invoicing & collection

Languages

Spanish
English
Italian
Portuguese

Hobbies

Traveling
Photography
Cooking
Reading
Painting