

FERNANDA CALZADA

CV

CABA, Buenos Aires, Argentina 5491165851576 fer.calzada83@gmail.com

Date of birth
08-11-1994

LinkedIn
https://www.linkedin.com/in/fernandacalzada94/

Professional in Tourism and Hospitality with eight years of experience in the area. Freelance Tour Leader with great knowledge of South America (In particular Argentina and Chile - Including Patagonia -, Bolivia, Brazil and Uruguay).

I have also worked in direct sales to travellers and to other travel agencies, customer service and in air ticket emission performing my tasks in spanish, english and portuguese.

I would like to be part of a team where I can contribute with my academic and work knowledge so I can keep on adding achievements in my career.

WORK EXPERIENCE

Tour Leader Aug 2018 - Present

G Adventures, Argentina - Chile - Brazil - Uruguay - Bolivia

Tour leader in South America, specifically Argentina and Chile (Including Patagonia), Brazil, Uruguay and Bolivia. Management of english speaking groups of up to 18 passengers, from various backgrounds at a time. My main responsibilities were, direct and effective communication with clients and suppliers, translation between Spanish or Portuguese and English, supervision of all logistical and budgetary aspects of the trip, restaurants, and recreational activities appointments, guided walks, and conflict resolution during the tour. All of these while maintaining a service-oriented attitude and providing every passenger with local and personalized experience

Type of tours: Classic, active and young people (18 to 39 years old)

Software: OKTA, Polaris, Salesforce, Slack, GoogleDrive and Gmail

Customer Billing and Retention Representative Feb 2021 - Dec 2021

E-Teacher Group, Remote

Outcoming calls to English, Spanish and Portuguese speaking students in order to check their learning experience. Holistic customer service to the students: help with student's platform, schedules, class and teacher changes and any doubt they may have. Billing and retention representative, calls to charge monthly instalments to the students and also assist those students that had desires to leave the school in order to improve the quality of service.

Software: Microsoft Teams, MiCollab, Ignite and Outlook Mail

Sales and Travel Agent Support Oct 2016 - Apr 2018

Tangol, Buenos Aires - Argentina

Direct sells to clients arriving at the travel agency in search of an oustanding experience in Buenos Aires and in Argentina. Support and sell of itineraries and excursions to travel agencies around the world.

Among my main duties were:

- Offer advice to direct passengers about different destinations (Argentina, Brazil, Chile and Perú mostly)
- Creation and sale of tailor-made itineraries according to travellers or travel agent's needs. Creation of group packages for Travel Agents.
- Quotation of different itinaries to provide options to the clients according to their budget.
- Air ticket reservations with Amadeus
- Sales upload for major tour operators such us Viator, GetYourGuide and Expedia

Software: Amadeus, Gmail, Viator, GetYourGuide and Expedia

Travel Agent and Receptionist Dec 2014 - Oct 2016

Milhouse Hostel, Buenos Aires - Argentina

Sale of tourist packages in Argentina (Bus, ferries, and hostels reservation). Sale of excursions in Buenos Aires (Such as city tours, walking tours, tours to Tigre, Tango shows, etc.). Guest service, check in and check out procedures. Cash management.

Software: Futurweb - Traffic - Plataforma10 - ColoniaExpress - VíaBariloche

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EDUCATION AND QUALIFICATIONS

Bachelor's degree in Business Administration Aug 2021 - Present

Universidad Virtual de Quilmes (UVQ), Remote

Bachelor's degree in Tourism and Hotel Management Mar 2013 - Dec 2016

Universidad Argentina de la Empresa (UADE), Buenos Aires - Argentina

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LANGUAGES

- Spanish - Native
- English - Level C1
- Portuguese - Advanced

ADDITIONAL COURSES

- Human Resource Management in Tourism (MINTUR - 2021)
- Notions of Hygiene and Safety for Tourism Activities (MINTUR - 2020)
- Responsible Tourism and Gender (MINTUR - 2020)