

Helena Mignogna

São Paulo – Brazil

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Career Goal:

To work as a Front-end Developer, contributing to the creation of projects that provide exceptional digital experiences for users.

Profile:

Professional with experience in international and multicultural environments, having worked in Housekeeping on cruise ships.

Possesses strong interpersonal skills and a proven ability to work collaboratively in a diverse team. Hardworking and committed to achieving company goals and continuous improvement of her knowledge and skills.

Academic Background:

Specializing in Marketing - Paulista University/UNIP - São Paulo- 2003

Bachelor in Tourism - Anhembi Morumbi University - São Paulo- 1990-1993

Professional Developments:

Technical Skills:

Algorithms and Programming Logic – Hashtag Treinamentos– On line – 2-hour – 2024.

HTML & CSS Impressionador - Hashtag Treinamentos - On line – 87-hour - 2024.

Javascript Impressionador - Hashtag Treinamentos - On line – 145-hour - 2024.

SQL Impressionador – Hashtag Treinamentos – On line – 90-hour – 2024.

Web Development Full Stack – Hashtag Treinamentos - On line – 190-hour – 2024.

Artificial Intelligence - Hashtag Treinamentos - On line – 40-hour - 2024.

Cloud Computing - Santander | Open Academy - On line – 8-hour - 2024.

Digital Transformation - Santander | Open Academy - On line – 4-hour - 2024.

E-commerce & Business Management - Santander | Open Academy – 8-hour - 2024.

Internet of Things (IOT) - Santander | Open Academy – 8-hour – 2024.

PC Secrets- Hashtag Treinamentos - On line – 6-hour - 2023.

Soft Skills:

Behavioral Profile - Hashtag Treinamentos – On line – 2-hour – 2024.

Feedback – Hashtag Treinamentos - On line – 2-hour - 2024.

Leadership - Hashtag Treinamentos - On line – 2-hour - 2024.

Learning & Productivity Techniques - Hashtag Treinamentos - On line – 2-hour - 2023.

Effective Communication - Hashtag Treinamentos - On line - 2-hour - 2023.

Time Management - Hashtag Treinamentos - On line – 2-hour - 2023.

Effective and Persuasive Writing - Santander | Open Academy –On line–4-hour– 2024.

Mindfulness and Work-Life Balance – Santander | Open Academy - On line – 4-hour- 2024.

Critical Thinking and Problem Solving – Santander | Open Academy – On line– 8-hour – 2024.

Strategic Mindset: - Santander | Open Academy – On line – 8-hour – 2024.

Languages:

Portuguese – Native language.

English - Fluent in written , reading and spoken English.

Spanish - Fluent in reading and spoken Spanish / Intermediary written Spanish.

Italian - Fluent in reading and spoken Italian / Intermediary written Italian.

Employment History:

Royal Caribbean Group- A global leader in the cruise industry, known for its fleet of magnificent and cutting-edge ships that provide a diverse range of entertainment.

Job title: Stateroom Attendant

Period: dec/2012 - may/2014 and mar/2019 - aug/2022.

- Collaborate with the crew team to deliver unforgettable cruise experiences for the guests, offering a warm and welcoming guest experience.
- Ensure guests' needs are met in a timely and efficient manner.
- Maintain the highest standards of cleanliness and upkeep in guest accommodations.
- Exhibit strong time management, organizational skills, and a keen eye for detail.
- Committed to following safety and maintenance procedures in the workplace, minimizing losses and damages.

CVC Travel Agency - Well-established travel agency and tour operator in Brazil, renowned for its extensive franchise network and loyal customer base.

Job title: Travel Consultant

Period: oct/2017 - dec/2018.

- Provided personalized travel consultations to clients, assisting them in selecting the ideal vacation packages.
- Built strong customer relationships through exceptional service and follow-up.
- Achieved sales targets by effectively promoting a wide range of destinations.
- Serving as a mediator to facilitate conflict resolution and sales negotiations, ensuring mutually beneficial agreements.

HStern Jewelry - Ranked among the top five jewelers in the world.

Job Title: Jewelry Sales Associate

Period: oct/2014 - dec/2015.

- Provided exceptional customer service to a luxury clientele, showcasing the exclusive jewelry collections.
- Delivered expert advice on jewelry care and maintenance, contributing to customer satisfaction and repeat business.
- Possess strong sales negotiation skills.

