

Erick Alves da Silva

Profile

Customer Service Expert. International Relations & Luxury Analyst. Interpreter.
Management of Fashion and Luxury Companies Student at Università Bocconi.

Employment History

Chinese Speaking Luxury Client Adviser , Louis Vuitton, Lisbon

MARCH 2019 – JUNE 2020

Luxury Receptionist, Verride Palacio de Santa Catarina, TLC - The Lisbon Club Actividades Hoteleiras SA, Lisbon, Portugal

AUGUST 2018 – MARCH 2019

Luxury Receptionist, Hotel White Lisboa - GJC Hotels, Gracentur LDA, Lisbon, Portugal

FEBRUARY 2018 – AUGUST 2018

**Politics and International Relations Intern, Ministry of Foreign Affairs.
Consular Post: General Consulate of Portugal in Rio de Janeiro, Rio de Janeiro, Brazil**

SEPTEMBER 2017 – NOVEMBER 2017

Reception Manager, Tete A Tete Jazz Guesthouse, Tenderness Warriors, Unipessoal LDA, Lisbon, Portugal

MARCH 2016 – APRIL 2017

Mandarin Interpreter, Orey Shipping Comercio e Navegacao SA, Lisbon, Portugal

DECEMBER 2013

Consulting Adviser for The Chinese Sector, IEST Consultoria Empresarial LTDA-ME, Sao Paulo, Brazil

JULY 2013 – SEPTEMBER 2013

Guest Lecturer, Hubei University, Wuhan, China

NOVEMBER 2012

Petrobras Young Apprentice Program, Liquigas Distribuidora SA - Gas Lopes , Osasco, Brazil

JANUARY 2010 – JANUARY 2011

Education

Bachelor of International Relations, University of Lisbon, Lisbon, Portugal

SEPTEMBER 2013 – JUNE 2020

International Economic Relations - Exchange Program , University of Economics in Bratislava, Bratislava, Slovakia

SEPTEMBER 2014 – JULY 2015

Details

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Portugal
937611020
erick.alvessilva@yahoo.com.br

DATE OF BIRTH

1993-08-10

Skills

Luxury

Cross-selling & Up-selling

Customer Relations

Conflict Resolution/ Solving Problems

Cultural Awareness

Commitment

Flexible and High Capacity of Adaptation

Strong Communication Skills

Stress Tolerance

Task Focus

Languages

Portuguese

English

Spanish

Mandarin

French

Advanced Mandarin Course, Confucius Institute - State University of Sao Paulo, Sao Paulo, Brazil

MARCH 2013 — JULY 2013

Mandarin Language Course, Hubei University, Wuhan, China

SEPTEMBER 2012 — JANUARY 2013

Mandarin Language Course , Communication University of China, Beijing, China

JANUARY 2012 — JUNE 2012

English for Business and IELTS, EC English Language Centres, Saint Julians, Malta

MARCH 2011 — JUNE 2011

Management, Accounting and Human Resources Training Course, Bit-Brasil School, Osasco, Brazil

DECEMBER 2009 — DECEMBER 2010

References

<https://www.linkedin.com/in/erick-alves-8871139a/>

Courses

Management of Fashion and Luxury Companies, Università Bocconi

DECEMBER 2020 — PRESENT

Certificates

Chinese Proficiency Certificate - Hanyu Shuiping Kaoshi HSK4

Extra-curricular activities

Volunteer, Florentine Backpackers, Tel Aviv

DECEMBER 2014 — FEBRUARY 2015