

Carolina Vidal Caggiano

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Nationality: Brazilian;

Legal Permanent Resident in the U.S.

Birthday: 09/17/1990

12000 Meadow Bend Loop – Apartment 218

Orlando – FL - 32821

Education **PUC - Pontifícia Universidade Católica de São Paulo** – Feb/2016- Feb/2017
Extension Course in Language, Interpretation and Translation – English Interpreter

ESPM- Escola Superior de Propaganda e Marketing – Mar/2015 - April/2015
Specialization in Trade Marketing

Universidade Anhembi Morumbi – Aug/2010- Dec/2014
Bachelor of Science in Business Administration

Hartford High School – Aug/2007-Aug/2008
One-year High School Exchange Program

Professional Experience **Booking.com, Orlando** – May/2017 – Present
Position: Customer Service Specialist
Main Responsibilities: Provide customer service to resolve hotel and customer queries, both over the phone and via web. Deal with all types of inquiries including resolving customer complaint; Provide guidance and managing relationships with hotels in utilizing and optimizing our systems and ensuring high levels of customer service and a positive guest and partner experience.

Arkadin, São Paulo – Feb/2016 – April/2017
Position: Service Delivery Junior, After Sales Analyst
Main responsibilities: Ensure that new customers reach the forecasted revenue, increase customer satisfaction and the usage of subscribed solutions through marketing campaigns, surveys and calls, provide training sessions and carry out customer usage analysis to understand customers' needs.

Self-Employed, São Paulo- Jan/2015 – Feb/2016
Position: English Interpreter
Main responsibilities: Simultaneous translation of workshops and meetings, English Interpreter in business meetings and industry trade events.

Volkswagen, São Paulo - Aug/2014 - Nov/2014

Position: Intern at Sao Paulo International Motor Show - Sales and Marketing

Main responsibilities: Two months of intense training through lectures and classes on various subjects related to the car industry. Dissemination of brand products, the company's marketing scope and direct customer interface.

Braskem, São Paulo- Jan/2013 - Jan/2014

Position: Intern of Human Resources

Main responsibilities: Gathering of all monthly data regarding the '*People and Organization*' area and presenting to the Board, Creation of a consolidated report to help analyze the crosscutting issues of the area, Support the Business Partners in HR processes: from admission interviews up to monitoring dismissal processes, development and organization of events inside the company.

**Volunteer
Experience**

Beneficent Society Redeemer City, São Paulo - Jan/2014-Present

Entity that deals with children with mental disabilities in Santa Isabel region

Living with Big Cats Program, Hartbeespoort, South Africa - Mar/2017 – Mar/2017

Taking care of animals and overall maintenance in the animal enclosures.

University Anhembi Morumbi, São Paulo - Aug/2014-Dec/2014

Volunteer Monitoring Program in Marketing Management

**Additional
Information**

Languages:

Portuguese: Native, English: Fluent, Spanish: Intermediary

Softwares:

Advanced Proficiency in, MS Office, SAP, SalesForce, Eloqua.