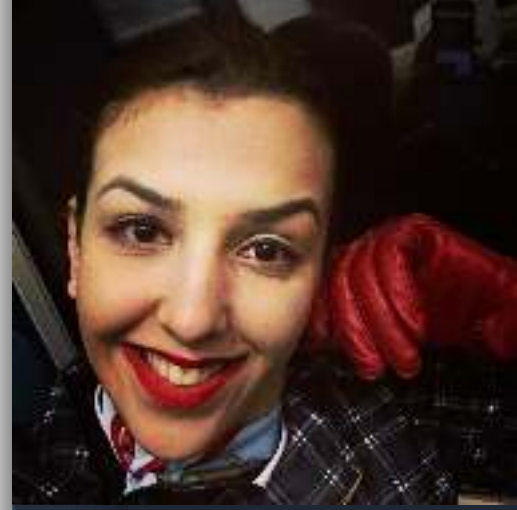


# Melissa Alves Mesquita

Nationality: Portuguese  
Date of birth: 08/04/1993

Profile: Passionate about customer service. Always ready to do an extra mile to make a customer happy. Extended experience in customer service roles.



## Experience

### Sales Executive

#### *Al Zain Jewellery*

April 2020 - Present

- Greet Guests
- Organising sales visits
- Demonstrating and presenting products
- Establishing new business
- Maintaining accurate records
- Reviewing sales performance
- Aiming to achieve monthly or annual targets.

### Receptionist/Hostess

#### *Hazel Rooftop Lounge*

November 2019 - March 2020

See Receptionist duties at Mint Leaf

### Cabin Crew

#### *Gulf Air*

January 2019 - September 2019

- Always make sure to give the best experience possible to passengers, doing an extra mile for them.
- Great team work.
- Meet & Greet passengers.
- Safety and security roles.

### Cabin Crew

#### *Norwegian Airlines*

January 2018 - December 2018

- See above Cabin Crew duties at Gulf Air



36022077



Adliya, Bahrain



melalves585@gmail.com



## Sales & Marketing Manager

*Mint Leaf*

August 2014 - December 2017

- Contact and ensure to qualify identified prospects, leads and suspects from established marketing campaigns plus current business partner relations.
- Update and maintain continuously internal marketing database to precisely reflect sales activities and prospect status.
- Develop market and competitive analysis, pricing schedules, forecasts, promotional plus advertising requirements.

## Receptionist/Hostess

*Mint Leaf*

August 2013 - August 2014

- Meet & Greet customers
- Guide them to their table
- Manage reservations in Opentable
- Handle phone calls & emails- redirect them to correct department.

## Education & Languages

## Diploma in Tourism

*Esprominho*

September 2010 - July 2013

## Languages

Portuguese- Native

English- Fluent

Spanish- Fluent

Italian- Basic

French-Basic



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