

Camila Belliard

Work Experience

Bilingual Receptionist

Itaú Unibanco - New York, NY | May 2019 to Present

Answer and route all phone calls. Update phone list on a monthly basis. Send, receive and log all messenger, FedEx, UPS and DHL services. Maintain calendar for conference room and visitor office scheduling. Ensure that reception and conference rooms are tidy. Coordinate catering for internal meetings. Contact maintenance for repair, as necessary. Coordinate video conference connections or conference calls for internal and external meetings. Order office supplies and keep inventory well stocked.

Medical Office Receptionist

Greenwich Village Gastroenterology | January 2019 to June 2019

Greet patients and visitors. Confirm purpose of visit and prepare patients for examination by performing preliminary physical test like taking blood pressure and weight. Keep patients' appointments on schedule by notifying provider of patient's arrival. Obtain revenue by collecting patients' charges. Coordinate office inventory. Maintain patient accounts by obtaining, recording, and updating personal and financial information.

Passenger Service Agent

LATAM Airlines - New York, NY | November 2016 to March 2019

Job Description: Perform passengers with check-in, boarding and disembarking. Use of a computer-based system to issue boarding passes, baggage labels and ticketing. Apply airline regulations, which may involve charging excess baggage or upselling. Apply strict security and safety regulations. Escorting Service for unaccompanied minors or passengers with special needs. Preparation of flight reports. Provide translation service in assistance to U.S. Customs at JFK Airport.

Front Desk Receptionist

Hotel Mercure Arpoador - Rio de Janeiro, BR | March 2014 to June 2014

Job Description: Perform all check-in/check-out tasks. Manage online and phone reservations. Inform customers about payment methods and verify their credit card data. Register guests. Provide information about the hotel. Respond to clients' complaints in a timely and professional manner. Liaise with housekeeping staff to ensure all rooms are ready to accommodate guests. Suggest city tours.

Phone Operator

Hotel Everest - Rio de Janeiro, BR | August 2013 to February 2014

Job Description: Answer incoming calls. Direct calls to guest rooms, staff or departments. Placed outgoing calls. Receive and deliver guest messages. Maintain logs of all wake-up calls requests and performs wake-up calls services. Provides information about hotel services to guests.

Hospitality Rotational Intern

Golden Tulip Hotels - Rio de Janeiro, BR | July 2009 to December 2010

Job description: Golden Tulip project coached by HR, designed for hospitality students to improve their knowledge about all the hotel facilities and departments. Preparation of reports of service improvement for each hotel sector, that includes: Reservations, Reception, Accounting and F&B.

Education

BA in Hotel Management

Universidade Estácio de Sá - Rio de Janeiro, BR

December 2012

Skills

EXCEL, POWERPOINT, WORD, AMADEUS, ORACLE