
LUCIA DORTA



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Profile

Young professional in various economic and well-established industries aims to develop her career in the fields of business, politics, communication and culture.

Experience / Background / Professional Highlights

Service Desk Support in German, SEREM-ATOS, Spain — 2021

Customer service, data analysis, cross-cultural management, remote handling of tickets, assessment of client issues, and formal communication in different languages.

Junior Sales Promotion Executive, H10 HOTELS, Germany — 2019-2020

Main responsibilities included; to organise campaign events, to promote the company, to attend industry fairs, to engage in B2B activities; like visiting hotels, tour-operators and travel agencies and to give feedback.

Receptionist/Reservations Agent, HOTEL GRAN REY, Spain — 2018

Customer service, check ins/check outs, reservations; handling requests, back office/front office protocols, further tasks.

Tourist Office Agent, CIT Garachico, Spain — 2018

Work developed under the Garachico Tourist Initiative Center (CIT, abbr. from Spanish) to accomplish tasks like destination management, handling of materials/office, community and guest service, social media engagement, in-destination market activities, promotion, data collection and further logistics.

Personnel /Service Staff, Busch & Dähn, Germany— 2016-2017

Guest management, security tasks, executing protocols and other organisational tasks in places such as Topographie des Terrors, Akademie der Künste, Haus Kulturen Der Welt, and in broad international events like the Berlinale, the Staatsoper Berlin and in other related cultural and professional gatherings.

Volunteer/ Teacher/ Pedagog for Development, HUMANA int., Denmark, Europe and Africa — 2014-2021

Work and study programme to foster communication, assistance and development, between rich and poor countries. Reaching different audiences and taking place in different locations, countries and scenarios.

Lifeguard in Swimming Pools & Usher in Theatres, Soak City, Cedar Point Amusement Park (Cedar Fair Entertainment Co.), Ohio, U.S.A — 2010

Education

Rey Juan Carlos University, Madrid, Spain – Tourism Management,
(4-Year Bachelor Program) 240 ECTS, 2009-2014

Erasmushogeschool, Brüssel- Brussels, Belgium—Hotel & European
Policy Management,
(1-Year Erasmus Exchange Program with a 4-Months Hotel Internship),
2010-2011

Skills

Languages; Spanish (Native) German (B2), English (C2-TOEFL IBT 93), French
(B2), Danish (B1), Italian (B2), Portuguese (A1-A2).

Good handling of; Office Tools, Amadeus, Networking, Social Media, Marketing,
Culture, Translations, Non-Verbal Communication and Creativity.

Excellent at; taking Responsibility, Teamwork, Motivation, on-set Management of
People and Resources, Prioritisation of tasks. As well as highly confident at
being flexible, empathetic, participative and efficient.
