



ANA RITA LUTA FERREIRA

PORTUGUESE ; BORN 13TH APRIL 1990 ; LIVE IN AZORES, PORTUGAL
SPEAK FLUENT PORTUGUESE / SPANISH / ENGLISH ; FRENCH(BEGINNER)
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ABOUT ME

The curiosity about people and cultures made me dedicate my career in the hospitality around the world. I love to see the eyes of a complete satisfaction of the client, the spirit of a working team performing their best and an idea that became a successful business. Recently, I met a sailor that challenge me to make it inside a boat!

PROFESSIONAL EXPERIENCE

COOK & STEWARDESS @ SAILZEN, AZORES, PORTUGAL ; FEBRUARY 2018-PRESENTE

A 10 days sailing cruise around the Azores aboard a Bavaria 46C. As the first season, I was responsible to create an operational plan and perform the respective tasks to provide food, provisioning, laundry and housekeeping. Support the captain with maneuvers abroad.

CO-FOUNDER & GENERAL MANAGER @ OUT OF THE BLUE HOSTEL AZORES, PORTUGAL ; SETEMBER 2015 - SEPTEMBER 2017

Re-build, design and adapt a historical house into an hostel with 12 rooms. Create a concept and a business plan. Responsible for legal logistic, financial and reservation management, human resources (10 employees), housekeeping, reception, F&B, events, gallery and partnerships. Archived a 9.5/10 on bookig.com.

GENERAL MANAGER @ AVENUE ROOMS & SUITES LISBON, PORTUGAL ; MAY 2015 - SEPTEMBER 2015

Found a 24 rooms guest house, responsible for the operational plan (reservations management, reception, house keeping, breakfast). Recruit and train 8 people team. Achieved a 99% occupancy rate with a rating of 8.1/10 on booking.com while maintaining an above price and leading with customer expectations.

GENERAL MANAGER @ TIBAR BEACH RETREAT AND RESTAURANT TIBAR, EAST TIMOR ; SEPTEMBER 2014 - APRIL 2015

A boutique hotel with 9 rooms and restaurant rated as 4.6/5.0 on Trip Advisor. Train and lead a 16 people team distribute in F&B, Events, Reception and HouseKeeping. Host regularly events of Government and UN (average of 30 people). Create a marketing strategy which result in an 15% increase of total sales .

OPERACIONAL SUPPORT @ MAGNET CSC
LISBON, PORTUGAL ; JUNE 2013 - APRIL 2014

Consulting and consolidation of non-IATA Travel Agencies. Supported over 30 travel agencies in Portugal, Angola and Mozambique in ticketing/reissuing/refunding airplane tickets. Supervise all the costumers current account and ensure their payments.

COORDINATOR @ FUNDAÇÃO DA CRIANÇA E DA JUVENTUDE
SÃO TOMÉ, SÃO TOMÉ E PRÍNCIPE ; NOVEMBER 2012 - APRIL 2013

Coordinate project that aims to enrich the leisure time of over 100 children with a semester plan of daily pedagogical and recreational activities. Ensured the financial sustainability of the project. Create and maintain strategic partnerships for fundraising.

INTERNSHIP @ PESTANA SÃO TOMÉ HOTEL & RESORTS (5*)
SÃO TOMÉ, SÃO TOMÉ E PRÍNCIPE ; AUGUST 2012 - OCTOBER 2012

Dived F&B, Events and Front Office, support the directors of each department in their functions. Invited to lead *Chevron Nigeria* Group as guide and translator around the country.

ASSISTANT MANAGER @ HORA ESPANHOLA TAPAS BAR
LISBON, PORTUGAL; JANEIRO 2012 - JULHO 2012

Waiter and bartender. Responsible for stock control and negotiation with suppliers, archiving a reduction of the F&B costs. Organize a weekly plan of events to promote the restaurant.

EVENT ORGANIZER & CO-FOUNDER @ ERASMUS ORGANIZATION LISBOA
LISBON, PORTUGAL; SEPTEMBER 2010 - JANUARY 2012

Organization specifically designed for the integration of international students in Lisbon. Assigned the responsible of events, as, organized trips, weekly theme parties and cultural activities.

EDUCATION

HOTEL & TOURISM MANAGEMENT DEGREE; SETEMBRO 2008 - JULY 2011
ESCOLA SUPERIOR DE TECNOLOGIA E TURISMO DO MAR ; PENICHE, PORTUGAL.

One semester exchange program with the Universidade do Sul de Santa Catarina, Florianópolis, Brazil.

CERTIFICATES & LICENSES

HACCP BASED MANAGEMENT SYSTEM CERTIFICATE (FOOD SAFETY & HYGIENE) SINCE 2018
PORTUGUESE LOCAL SKIPPER LICENSE SINCE APRIL 2018
PORTUGUESE RADIO VHF OPERATOR SINCE APRIL 2018
OPEN WATER DIVER SSI SINCE 2017
DRIVING LICENSE A,B SINCE 2009

**RECOMMENDATION LETTERS AND CONTACTS AVAILABLE
UPON REQUEST**