




# ANDREIA DELFINO

EDUCATION	WORK EXPERIENCE
<b>Greystone College</b> Digital Marketing Specialist 2022-2023	<b>Administrative Assistant</b> <i>Hotel Family (2012-2014)</i>  As an administrative assistant for a hotel owner, I played a crucial role in managing his personal and professional affairs. My responsibilities encompassed a wide range of tasks. My dedication to efficiency, organization, and attention to detail enabled me to provide comprehensive administrative support to the hotel owner, allowing him to focus on the strategic direction and growth of his business. My contributions played a significant role in the smooth operation of the hotel and the well-being of the hotel owner and his family.
<b>SKILL</b>	<b>Director's Personal Assistant</b> <i>São Paulo Futebol Clube (2009-2009)</i>  Advisory to the Vice President of International Relations, Mr. Carlos Caboclo. Events: Seminar and Business Meeting Guangdong, Macao, and Brazil (Hotel Renaissance); visit to the Macao Trade and Investment Promotion Institute. Oversaw personal and professional calendars and coordinated appointments for future events. Maintained appropriate filing of personal and professional documentation. Attended meetings, took notes, and tracked action items. Displayed absolute discretion in handling confidential information.
	<b>Personal Executive Concierge</b> <i>Self-employed (2008-2012)</i>  As a self-employed concierge, I catered to Brazilian entrepreneurs traveling to China to source suppliers. My responsibilities included handling all logistical arrangements: Flight Arrangements, Hotel Accommodations, Sightseeing Tours, Restaurant Reservations, Shopping Assistance and 24/7 Availability. Throughout the clients' time in China, I acted as their personal concierge, ensuring their comfort, safety, and satisfaction. I went above and beyond to anticipate their needs and provide a truly exceptional experience that allowed them to focus on their business objectives.
<b>CONTACT</b>	
 +(438) 765-1239  Montreal, QC  delfino.andreia@outlook.com	

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## COVER LETTER

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Madam Isabelle,

I am writing to express my keen interest in the Personal Concierge position at Group DEPALMA. With over 10 years of experience catering to affluent clientele and a proven track record of exceeding expectations, I am confident that I can bring significant value to your team.

In my previous role as a Personal Executive Concierge, I was responsible for providing personalized concierge services to an executive's clientele:

- Managing all aspects of clients' travel arrangements, from flight and hotel reservations to organizing transfers, activities, and excursions.
- Fulfilling special requests, such as arranging fine dining experiences, securing tickets to exclusive events, and personalized shopping.
- Providing 24/7 support to ensure clients' needs were promptly and efficiently addressed.
- Always Maintaining the utmost discretion and confidentiality.

I am highly organized and efficient, with exceptional communication and interpersonal skills. I possess a strong work ethic and am always willing to go the extra mile to ensure client satisfaction. Additionally, I am fluent in English and Portuguese and have a working knowledge of French.

I am certain that my skills and experience align perfectly with the requirements of this role. I am a dedicated and passionate professional who strives to deliver impeccable and personalized service. I am a quick learner and have the ability to thrive in a fast-paced environment.

I eagerly await the opportunity to discuss my qualifications in more detail. I am available for an interview at your earliest convenience.

Thank you for considering my application.

Sincerely,  
Andreia Delfino