



AMANDA SARAH DOS SAOUT

Marketing Coordinator & Brand Ambassador

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ABOUT ME

An enthusiastic professional individual who is seeking a new challenging career after many years as a Marketer/Brand Ambassador. I am a hardworking individual who strives to achieve the best in all areas, and I am always eager to learn new skills and advance my career. As this is a huge career change I have completed a VIP Flight Attendant training course, and I am keen to build upon my knowledge and continue to learn within this sector. My education, along with my experience in hospitality would enable me to contribute significantly in becoming a Flight Attendant.

CAREER SUMMARY

Marketing & Communications Officer - Active Norfolk
September 2013 – Present

 Norwich, UK

- Supporting and implementing marketing campaigns
- Planning and developing promotional literature
- Attending networking events & promoting all project
- Liaising on a daily basis with local press, customers and suppliers
- Responsible for maintaining & updating the website & social media channels
- Assisting the marketing team with day to day administration duties.
- Analysing results of advertisement and marketing campaigns

Brand Ambassador - Breeze People
January 2013 – Present

 Southampton, UK

- Working on behalf of some of the largest brands in the UK, promoting their products and services.
- Offering exceptional face to face customer service to differentiate and promote the company brand.
- Promote brand awareness, execute successful field marketing campaigns, and attend events such as trade shows and festivals to promote the brand, engage with customers face to face and via social media and give product demonstrations.

Business Support Officer - Norfolk County Council
March 2013 – September 2013

 Norwich, UK

- Providing a range of efficient administrative services ensuring effective business support
- Answering telephone calls and personal enquiries
- Arranging and confirming meetings/workshops including travel and booking arrangements
- Word processing and creation and population of spreadsheets.

Web Content Co-ordinator - Norfolk County Council
September 2012 – March 2013

 County Hall

- Designing and maintaining web pages by uploading web/intranet content using Oracle UCM
- Tagging content
- Liaising with NCC departments with a view to developing and maintaining content
- Harvesting content from external sources
- Ensuring the website is high quality, up-to-date, accurate and meets external customers' expectations
- Entering data accurately onto computerised databases & Excel spreadsheets
- Data manipulation in Excel spreadsheets.

PERSONAL

Nationality: Portuguese/Brazilian

Passport: European and Brazilian Passport

License: Full UK Driving License

IN: KD 92 08 95 C

ACADEMIC QUALIFICATIONS

VIP Flight Attendant Training
Corporate Flight Training - Harrods Aviation, Luton
October 2017

Cambridge Marketing College
CIM Certificate in Professional Marketing
January 2017 – Present

University Of East Anglia
Foundation Degree of Arts with Merit In Hospitality Management
September 2008 – June 2010

Awards
Winner of BTEC in Hospitality Best Student of the Year Award
Winner of Outstanding Progression in Hospitality Award
September 2008

City College Norwich
BTEC Level 3 Certificate in Hospitality and Catering
September 2007 – June 2008

Welcome To Excellence
England's Regional Tourist Board's quality Customer Service training for the Tourism Industry
September 2008

INTEREST



Cooking



Travelling



Volunteering

Marketing Co-ordinator - Carrick Enterprises

July 2009 – September 2012

- Marketing for all the enterprises within the Carrick Group
- Planning and developing promotional literature
- Meeting with clients
- Campaign management
- Advertising campaigns
- Events planning Liaising with suppliers.



Swanton Morley,
UK

Guest Services Co-ordinator - Carrick Enterprises

September 2008 – June 2009

- To provide detailed knowledge of the area, promote hotel services and endeavour to make the guests' stay as memorable as possible
- To welcome all guests in a polite and friendly manner to ensure guests are immediately made to feel at home.
- Exceeding guests' expectations by providing a discreet and personalised service
- To perform a seamless check in and rooming according to the Hotel standard
- To perform a seamless check out according to the Hotel standards
- Check in / Checkout and cashiering duties
- To liaise with guests prior to arrival to gather poignant information to make their stay more comfortable
- To be intuitive to guests needs, always offering an alternative if the first outcome cannot be achieved



Swanton Morley,
UK

Kitchen & Front House Assistant - Carrick Enterprises

September 2007 – August 2008

- Assisting the head chef in the preparation of basic food
- Assisting in stock taking and storage of stock, including checking deliveries
- Knowledge and implementation of all health and safety, fire, hygiene and COSHH regulations
- Provided exceptional, friendly, and fast service.
- Maintained knowledge of current menu items, garnishes, ingredients, and preparation methods.
- Assisting in the serving of meals to clients, staff and others and the setting and clearing of tables.
- Inquired about guest satisfaction, anticipated additional needs, and happily fulfilled requests.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Delivering exceptional service by greeting and serving customers in a timely, friendly manner.
- Promptly served all food courses and alcoholic beverages to guests.
- Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas, and service refrigerators.



Swanton Morley,
UK

MODELLING & VOLUNTARY

Model – Freelance

January 2009 – Present

Advertise clothes and accessories by modelling at events like catwalk shows, and appearing in photographs for magazines, newspapers and digital media.

Norwich Open Christmas – St Andrews Hall

December 2015

Serving food and welcoming people who is either alone or homeless on Christmas Day.

Online Designer (Voluntary Work) – Dereham Cancer Care

September 2011 – September 2012

Designing leaflets and brochures.



SKILLS

Professional Skills

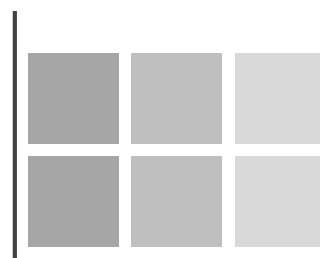
- Extensive customer facing experience
- Ability to work on own initiative, with minimum supervision
- Flexible team player with a track record of prioritising and juggling multiple concurrent projects
- Flexibility to work in an ever-changing environment
- Ability to work independently and successfully in a high-performance team environment

Personal Skills

- Quickly picking up new skills & knowledge.
- Working long hours, under pressure and to tight deadlines
- Results-driven approach to achieving tasks and objective
- Outgoing personality with excellent communication skills



LANGUAGES



- Comprehension
- Reading
- Writing



LinkedIn