

CONTACT

+55 13 996 5615 55

lolaguimaraes21@gmail.com

www.linkedin.com/in/lolaguimaraes

Basel, Switzerland

ABOUT ME

I am a cheerful and proactive person with a approachable personality. In everything I do, I focus on customers' well being, whether it's welcoming guests, solving problems, or supporting needs in a fast-paced environments.

LANGUAGES

English - Advanced
Spanish - Intermediate
Portuguese - Native
French - Basic
German - Basic
Italian - Basic

KEY SKILLS

- Cooking Skills - Advanced
- Customer Service & Sales
- Problem Solving
- Teamwork & Communication
- Multicultural Adaptability
- Time & Flexibility
- Quick Learning & Performance under pressure
- Adobe After Effects
- Adobe Premiere Pro

Lola Guimarães

PROFILE

Keen in providing guest positive satisfaction. Known for sociability, strong communication, adaptability with a proactive mindset. Motivated to bring energy, reliability, and professionalism to seasonal roles.

WORK EXPERIENCE

Bildrausch Film Festival - May 2026

Hospitality & Guest Experience

- Learned the value of resilience, empathy, and adaptability in diverse guest interactions.
- Provided customer needs ensuring satisfaction.
- Handled frontline problem-solving, addressing guest concerns quickly and effectively.
- Supported daily tasks in distinct areas.
- Strengthened adaptability to more diverse responsibilities.

Sales & Problem Solving

- Gained experience in persuasive communication and active listening.
- Acted as troubleshooting point of contact for guests.
- Strengthened critical thinking and working under pressure.

Student Integration Assistant - Jan 2023/Dec 2025

Problem Solving & Managing

- Developed managing skills for different needs as presented.
- Acted as a bridge for international students to communicate, and adapt.
- Strengthened leadership and working in a multicultural environment.
- Demonstrated a solution-focused mindset, turning challenges into opportunities for improvement.

Raquel Bijoux - 8 Months (2025)

Sales & Upselling

- Developed and applied strong sales techniques, identifying customer needs and recommending products.
- Strengthened communication and attention to detail skills.

Cenô - 4 Months (2024-2025)

Marketing & Managing

- Better understanding of marketing, as well as commercial photography.
- Managed customer service, processed orders and coordinated sales.

Cooking

- Assisted in the making/baking of the products.

Additional Information

- Portuguese citizenship (EU Passport).
- Fluent in English and Portuguese.
- Intermediate in Spanish and basic understanding of French.
- Comfortable working long shifts and in outdoor/mountain environments.
- Customer contact experience.
- Solid communication, empathic, teamwork in multicultural environments.
- Fast learner, quick to adapt and flexible.