



NIKA CREATIVE SPACE

VERONIKA
VALERIEVNA.

— PROFILE

Customer Experience & Operations professional with experience in team coordination, operational management, quality control and client support within premium hospitality environments.

Strong background in customer communication, problem-solving, process organization and cross-functional collaboration, with a focus on delivering high-quality customer experiences and operational efficiency.

Currently transitioning into Digital Marketing, Customer Success and Operations roles, with interest in hybrid and remote international environments.

— PROFESSIONAL EXPERIENCE

Operations & Quality Coordinator *FeelPorto Group – Porto*

2023 – PRESENT

- Coordination and supervision of operational HouseKeeping teams
- Daily planning, workflow organization and operational management
- Quality audits and implementation of improvement actions
- Collaboration with operations, maintenance and guest service teams
- Customer feedback analysis and issue resolution
- Management of operational priorities in fast-paced environments

Customer Support & Guest Experience Specialist *Anantara Vilamoura Algarve Resort – Vilamoura*

2022 – 2023

- Multichannel customer support via phone and email
- Reservation management and guest assistance
- Complaint handling and problem resolution
- Coordination between departments to ensure premium guest experience
- Support in maintaining high customer satisfaction standards

Client Experience Hostess

VidaMar Resort Hotel & Anantara Vilamoura Algarve Resort

2021 – 2022

- Personalized customer service in premium hospitality environments
- Reservation support and administrative assistance
- Event support and guest communication
- Daily operational support and customer relationship management

Operations & Administrative Assistant – F&B

VidaMar Resort Hotel – Algarve

2021

- Operational and administrative support for F&B and HR departments
- Internal process organization and workflow assistance
- Administrative support and customer assistance
- Coordination of operational tasks and internal communication

— CORE COMPETENCIES

- Customer Experience & Client Relations
- Operations Coordination
- Team Leadership & Communication
- Problem Solving & Decision Making
- Process Improvement & Organization
- Multichannel Customer Support
- Quality Assurance & Service Standards
- Cross-functional Team Collaboration
- Operational Planning & Workflow Management
- Customer Satisfaction & Retention
- Digital Communication
- CRM & Client Relations

— TOOLS

MS Office • SAP • PHC • Avantio • POS Systems
Canva • HubSpot (Basic) • SPSS

— LANGUAGES

Portuguese – Native
English – Fluent

— EDUCATION

Bachelor's Degree in Tourism

University of Algarve – School of Management, Hospitality and Tourism
2018 – 2021

NIKAMAISON – E-commerce & Digital Brand

Personal Project

- Creation of an independent e-commerce and branding project
- Development of website structure and visual identity
- Product organization and user experience management
- Digital communication and branding strategy
- Hands-on experience in marketing, customer engagement and online business operations

Marketing Project for Technology App

- Responsible for marketing and branding communication strategy for a technology app presentation
- Planning of promotional and communication actions
- Collaboration with founders to align product to their design.

AI Website Creation & "Vibe Coding"

Personal Creative & Digital Project – Present

- Creation of modern websites using AI-powered development tools and no-code platforms
- Development of landing pages, portfolio websites and digital brand concepts
- Experience with website structure, UX/UI direction, branding and responsive layouts
- Strong interest in AI-assisted web creation, creative workflows and digital experiences
- Hands-on exploration of "vibe coding" workflows combining creativity, design and AI tools

ALL MY PERSONAL PROJECTS AVAILABLE ON MY
PORTFOLIO

CONTACT

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