

Ceci Pacheco

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Employment History:

New Zealand Management Academies (NZMA)/The Culinary Collective- Auckland City

Sales Administrator- Enrolments.

November 2018- March 2020

- Reviewing and uploading domestic students' enrolment documentation to the CRM system (E2E) within the required time frames.
- Keeping E2E and Take2 enrolment and payment records up to date.
- Ensuring that every student has lodged a student loan application and has submitted the required documentation to Studylink, the Fees Free program or Public Trust.
- Updating Studylink payment status daily, and making sure all revenue is received and administered for the year. Processing refunds.
- Staying up to date with all enrolment and statutory requirements for MOE, NZQA, and TEC.
- Supporting the Sales/Recruitment team by ensuring all needed forms are ready for the following intake.
- Generating and checking detailed reports from the CRM systems.
- Identifying and allocating payments from the Fees Free program monthly and annual reports.
- Assisting students with their Studylink applications or Fees Free Statutory Declarations.

Freelance Virtual Assistant (US and NZ clients)

Feb 2008- Present

- Online general Admin tasks
- English-Spanish translations
- Travel bookings- Personal Assistant tasks
- Researching
- PowerPoint, Excel, Word, Google Drive.
- Project Management tools (Asana, Teams, MeisterTask).
- Email management.

EcoZip Adventures- Waiheke Island

Administration Assistant/Zipline Guide.

June 2017 – July 2018

- Managing bookings (online and travel agencies).
- Updating tour availability in the booking system, and also in different online travel sites.
- Customer service.
- Email management.
- Corporate/Group bookings.
- Logistic assistance (scheduling zip-line guides and drivers).
- Invoicing and payment allocations in Xero.
- Front desk tasks.
- Zip-line Guide tasks.

NH Gran Provincial Luxury Hotel – Argentina

Reservations Department Supervisor.

Nov. 2009 – October 2011

- Managing online and phone bookings.
- Customer service.
- Room availability control: booking system, hotel website and other online sales channels.
- Administration duties, including data entry and filing.

Pullmantur Cruises (Royal Caribbean) – Europe

Shore Excursions Assistant / Sales and Customer Service Representative.

March 2009-Sept. 2009

- Organising and coordinating tours.
- Sales and tour bookings.
- Informing guests about tours and places to visit in every country.
- Customer service.
- Tour guide assistant and translator/interpreter when needed.
- Appointed English/Spanish interpreter during crew drills and safety meetings.

Education:

- **Online Biz Skills. Virtual Assistant and Digital Marketing Implementation training.** Greason Media online course, 2018. Developed skills in Email Management, Blog Management (Wordpress), Landing page creation, Customer Support, and Email Marketing.
- **National Diploma in Operational Hospitality Management, Level 5. Artisan-Service IQ, Auckland.** 2017.
- **National Diploma in Tourism. Berkeley City College. Berkeley, California.** 2005.
- **National Diplomas in Adventure Travel, Cruise Industry, and Air Travel. Berkeley City College.** 2005.
- **Certificate of Honor.** Vista College. Berkeley, California. 2004.

Other Courses and Training:

- **Reservations and Customer Service training. NH Hotels University,** 2010.
- **Introduction to Hotel Management. San Francisco State University.** San Francisco, Ca. 2008.
- **Certificate of Completion: Tourism and the Wine Industry. Aconcagua University:** Translations Program. Mendoza, Argentina. 2008.