

# INÊS PERES

*Multilingual | International Experience | Expertise in Creative Industries and Sustainable Development*

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Cultural professional with diverse experience in media, hospitality, and event management with a background in animation. Connection, communication, and cultures inspire me, drawn from my life experiences. I want to be a part of fostering cultural collaborations and community engagement, promoting sustainability in every possible way.

## LANGUAGES

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*Portuguese: Native | German: Fluent | English: Fluent | Spanish: Fluent | French: Elementary*

## PROFESSIONAL EXPERIENCE

*Teleperformance, Lisbon (Hybrid) • Customer Service Agent*

*03/2024 - Present*

Deliver professional customer service for the IHG brand by managing reservations and handling inquiries regarding hotels. Utilize CRM systems, upsell IHG products, and ensure customer satisfaction, involving strong problem-solving skills and teamwork.

- o **Customer Support:** Provide comprehensive assistance to customers, addressing their needs and resolving issues efficiently.
- o **Customer Relations:** Build and maintain positive relationships with customers through effective communication.
- o **Sales:** Upsell IHG products, contributing to revenue growth and meeting sales targets.

*FEST - New Films New Directors, Espinho • Event Coordinator*

*06/2024 - 07/2024*

In my third year contributing as Staff at FEST - New Directors | New Films Festival, I brought a powerful blend of technical expertise and strong interpersonal skills to enhance festival operations.

- o **Masterclass Coordination:** Oversaw technical aspects of masterclasses, ensuring seamless execution and engaging experiences for both speakers and participants .
- o **Team Liaison:** Trained and coached volunteers for and during the festival. Facilitated communication between technical teams, guest speakers, and production crews, fostering a cohesive and productive environment.
- o **Guest Interaction:** Managed guest relationships and handled multiple responsibilities simultaneously, maintaining high standards of customer service and event coordination.

*Parque de Campismo Colina do Sol, São Martinho do Porto • Hospitality Specialist*

*06/2024 - 10/2024*

Contributed to creating a welcoming atmosphere and honed hospitality skills in a multicultural setting.

- o **Efficient Order Management:** Handled drink and food orders promptly and accurately, providing attentive service.

- o **Multilingual Communication:** Utilized language proficiency to communicate effectively and with a friendly manner with guests of diverse backgrounds.
- o **Teamwork and Professionalism:** Worked cohesively in a fast-paced team environment, adapting when needed, maintaining professionalism and composure.

*CITAR, Porto • Researcher*

*09/2023 - 06/2024*

As part of the Horizon Europe Climate Change initiative, I collaborated on Research Line 2, "Practices of the Cultural and Creative Industries in Porto," alongside other researchers. Our collective efforts aimed to utilize Art and Cultural Heritage as catalysts for active pedagogy, addressing global climate challenges and fostering citizen awareness within Porto.

- o **Research and Analysis:** Conducted in-depth research on Cultural and Creative Industry practices in Porto, contributing to a database of theoretical materials related to climate change awareness initiatives and the CCI's.
- o **Academic Writing:** Produced a dissertation and presentations, synthesizing findings for dissemination of practices, helpful tools and networks.
- o **Community Outreach:** Engaged in outreach activities promoting awareness of climate change challenges and sustainable practices within Porto.
- o **Intercultural Communication:** Collaborated effectively with diverse community members, fostering understanding and dialogue on sustainability issues whilst trying to create a support community.

*TRUESDAY, Berlin (Remote) • Assistant Content Manager*

*03/2023 - 05/2023*

Utilized creative skills in social media strategy and content creation, gaining proficiency in essential digital marketing tools.

- o **Content Development:** Crafted varied content across multiple social media platforms to enhance brand visibility and engagement.
- o **Tool Proficiency:** Utilized Asana and Canva for content planning, design, and scheduling, optimizing workflow efficiency.
- o **Platform Management:** Managed brand presence, interactions, and analytics using Meta Business Suite, ensuring effective communication with the audience.

## EDUCATION

*Enterprise Management for the Creative Industries Master's Degree • Universidade Católica do Porto, Portugal*

*2021 - 2024*

*Bachelor of Arts in Film + Motion Design (+ Erasmus) • Design Akademie Berlin, Germany*  
*2018 - 2021*

*Bachelor of Arts in Animation • Manchester School of Art, United Kingdom*  
*2018 - 2021*

*European Baccalaureate • European School Frankfurt , Germany*  
*2002 - 2015*

**References Available Upon Request**