

Sibele Carvalho

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PROFESSIONAL SUMMARY

Detail-oriented professional with over 20 years of experience in sales, operations, administration, hospitality services, and property management for multiple owners. Ranked within the **top 5% of Airbnb hosts** with a 4.96 rating. Seeking H-1B or EB-3 Skilled opportunities in administrative support, hospitality operations, and customer service.

CORE SKILLS

Customer Service • Administrative Support • Excel & Power BI • Hospitality Operations • Property Management • Guest Experience • Sales Operations • Reporting • Problem Solving • Multitasking • Scheduling • Team Collaboration

EDUCATION

Bachelor's in Business Administration – Oikos University (In progress, 2025–2029)

Bachelor's in Administration – Anhanguera University, Brazil (Expected July 2026)

Technologist in Marketing – Cruzeiro do Sul University, Brazil (Completed)

Google Data Analytics Professional Certificate – Coursera (Completed)

Power BI Certification – In progress

PROFESSIONAL EXPERIENCE

Short-Term Rental Property Manager | Guest Experience & Operations

Self-Employed – Brazil & USA (Remote) | Jan 2019 – Present

Manage rental properties for multiple owners. Oversee guest experience, maintenance, cleaners, pricing, listings, calendars, and revenue optimization. Achieved a **4.96 rating** and ranked in the **top 5%** of hosts in the region.

Key Account Sales Representative

Grupo EBD – Santos, Brazil | Jul 2020 – Mar 2024

Managed major corporate accounts, negotiated contracts, retained clients, and trained new representatives. Responsible for a significant percentage of department revenue.

Automotive Sales Consultant

Volkswagen, Honda, Toyota – Brazil | 2009 – 2019

Sold vehicles, assisted with financing, delivered customer service, and consistently exceeded monthly goals.

Early Career – Sales & Customer Service

Experience in insurance sales, pharmaceutical sales, and general customer support roles.

LANGUAGES

Portuguese: Native

English: Pre-intermediate (advancing)

ADDITIONAL INFORMATION

Eligible for H-1B and EB-3 Skilled roles. Open to relocation. Strong adaptability and multicultural experience.