

# Curriculum Vitae

**Keli Adriana Pereira de Oliveira**

Brazilian, Married, 41 years old

## AREAS OF PERFORMANCE:

ACADEMIC RESEARCH and TEACHING

## QUALIFICATIONS

- ▶ Teacher with more than 6 years of experience in Academic Institutions with special focus on Tourism and Food sectors.
  
- ▶ Management and Consultant of Restaurants.
  
- ▶ During the last 4 years totally dedicated to Academic studies and research.
  
- ▶ A true enthusiastic person regarding the search for the improvement of the quality life for the World aligned with a strong sense of best ecologic practices in food system.

## EDUCATION

- ▶ **Graduated in Tourism - 1991**  
Pontifícia Universidade Católica / PUC – RS Brazil
- ▶ **Specialization in Hotel Business Management - 1994**  
University Vale dos Sinos / UNISINOS - RS Brazil
- ▶ **Specialization in Human Resources Management - 1995**

Pontifícia Universidade Católica / PUC– RS Brazil

► **Master in Production Engineering  
Focused in Service Quality - 2002**

Federal University of Rio Grande do Sul / UFRGS – RS  
Brazil

► **Master in Management of Hotels and Restaurants –  
2008**

ANAHUAC University – Mexico City

► **PH.D Candidate in Strategic Management and  
Development Policies 2009**

ANAHUAC University – Mexico City

## LANGUAGES

- English - Intermediate
- Spanish - Fluent
- Italian – Basic
- Portuguese – Mother language

## PROFISSIONAL/ACADEMIC IMPROVEMENT

- Tourism Guide Training – SENAC RS – 1991.
- Coaching for Managers – ADBV RS – 1995.
- Creative Communication and Sales Techniques – IBDE RS – 1996.
- Service Quality – Siqueira Campos & Associates - 1996.
- Total Quality Control – Intercorp Consultants RS – 1996.
- Corporate Planning and Development Methodology – Intercorp Consultants – 1996.
- Art of Customer's Relationship – ADVB RS – 1996.
- Restaurant Management– SENAI RS – 1997.
- Strategic Internal Planning – ADVB RS – 1997.
- Leadership Development – ADVB RS – 1998.

► Rural Tourism and Sustainable Development Congress –  
UNISC – 2002.

**PROFESSIONAL EXPERIENCE**

**2010 - – Universidad Ibero Americana –  
Ciudad Mexico - México**

*University Teacher for the following credits:*

- Hospitality Administration

**2002 - 2006 – Rede Metodista de Educação IPA  
– Porto Alegre-RS Brazil**

*University Teacher for the following  
credits:*

- Food & Beverage Management I and II
- Tourism Process Management
- Thesis Research I and II

*Coordinator of:*

- Tourism Research Agency
- Hospitality Industry Practicum

**2000 – 2004 – Universidade de Santa Cruz do  
Sul UNISC – Santa Cruz do Sul-RS Brazil**

*University Teacher for the following  
credits:*

- Tourism Planning I and II
- Service Systems for Tourism
- Food Service Management

- Thesis Research I and II
- Public Policies for Tourism

*Coordinator of:*

- Tourism Guide Course

***2002 – 2002 – Faculdade do Rio Grande do Sul  
FARGS – Porto Alegre-RS Brazil***

*University Teacher for the following credits:*

- Professional Social Code

***1993 – 2000 – Birra & Pasta Restaurant – Porto  
Alegre-RS Brazil***

*General Manager*

- Facility management, plan and design
- Food & Beverage management
- Human Resources management
- Operational and Production management
- Events and Customer Service  
Management

***1992 –1992 – Serrano Tourism Agency – Porto  
Alegre-RS Brazil***

- Sales Assistant