

## Mareike Heftner

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Nationality: German

### Objective

An internship position in an Air New Zealand travel center in which I can contribute my sales and marketing skills and gain practical experience of working in a tourism-related area in New Zealand.

### Key Skills and Experience

- Practical experience and extensive knowledge of tourism
- Sales and marketing experience in an airline travel center in Germany
- Organizational skills as the secretary of a sports team

### Education

October 200XX – present

#### **University of Applied Sciences, Munich, Germany** **Diplom Betriebswirtin**

(approx. equivalent to a master's degree in Business Management)

A four-year degree program specializing in Tourism Management

Expected graduation: July 20XX

July 20XX

**Abitur** (final school examinations, required for university entrance)

Average grade: 1.6 (approximately equivalent to an overall "B" grade)

### Work Experience

January 20XX - April 20XX

#### **Intern at the Tourism Center, Melbourne, Australia**

- Dealt with correspondence
- Designed presentation slides for supervisor
- Created brochures and flyers

August 20XX - December 20XX

#### **Intern at German Lufthansa, Munich Airport Travel Center**

- Responsible for travel center desk at peak times
- In charge of sales for Lufthansa long-haul travel products
- Produced an analysis of market trends and competitor products
- Assisted customers with general queries

### Additional Skills

#### *Language skills*

- German: native
- English: very good command (oral and written)

#### *Computer skills*

- Microsoft Office (Word, Excel, Power Point, Access)
- Graphics software (Adobe Photoshop, Macromedia Freehand)

### **Memberships and Affiliations**

- Secretary of the sports team "SF-Bad Tölz"
- Member of Tölzer Jugend, a group that organizes events for young people

### **Activities and Interests**

- Competitive football
- Travel (extensive travel in Australia and New Zealand following my internship in Melbourne)
- Rock climbing