



## Contact

### Phone

+351 933 659 453

### Email

admydamata@gmail.com

### Address

Lisbon - Portugal

## Education

2017 - 2021

**Computer Science**

Tianjin University - China

2023 - 2025

**42 - Lisboa**

**Software - Development**

## Expertise

- Technical Troubleshooting & Support
- Positive attitude
- Customer Service & Communication
- Incident Logging & Tracking JIRA, Zendesk, SAP, BeeHive
- Knowledge Base Management
- Adaptability
- Patience
- Confidence
- Professionalism

## Language

- Portuguese - native
- English - Excellent
- Chinese - good
- Spanish - fair

# Admilcio da Mata

## Technical Support specialist

Experienced Technical Support Specialist with over 3 years of expertise in diagnosing and resolving complex technical issues, ensuring high levels of customer satisfaction. Proficient in troubleshooting hardware, software, and network problems while providing clear, solution-focused support to users.

## Experience

**2021 - 2022**

Majorel - Bolt Project

### Customer Support Specialist

- Provided exceptional customer service to over 100+ customers daily in a fast-paced environment, maintaining a high customer satisfaction rate of 95%.
- Utilized CRM tools to track customer interactions and ensure customer satisfaction.
- Provided timely and accurate resolution to customer inquiries and escalated customer complaints to appropriate management.
- Proactively identified customer needs and offered innovative solutions to enhance customer experience.
- Handling customers queries via phone, chat and e-mail promptly and effectively.

**2022 - 2023**

Majorel - Apple Project

### Technical Support Specialist - Back-Office

- Developed a comprehensive understanding of the company's products and services to properly answer customer inquiries.
- Assisted customer with product selection, installation and troubleshooting
- Communicating appropriate options for resolution in a timely manner informing customers about services available and assesses customer needs.
- Keeping customers updated as to progress.
- Diagnosing and resolving a wide range of technical issues over the phone.

**2023**

Majorel - Rentalccars Project

### Customer Support Specialist

- Responsible for drawing up rental contracts for customers.
- Explained any and all aspects of the rental agreement to customers detailed cars.
- Included daily communication with clients via e-mail and phone calls.
- Clear and articulate communication, both written and verbal, to assist customers in understanding rental terms, policies, and procedures.

**2024 - Present**

Otonomee - RIM (Retail inMotion)

### Service Desk Agent

- Using ticketing systems JIRA to log, track, and resolve issues within SLA guidelines, and escalate when necessary.
- Diagnosing and resolving technical issues related to hardware, software, operating systems (Windows, Android), and network connectivity.
- Managing user accounts, password resets, and access control using tools like Vector back Office Data Management and SOTI MobControl

## Reference

References available upon request