



## Adriely Lopes

### Full Stack Web Developer | JavaScript | ReactJS | PostgreSQL

Brazil | Eligible to work full-time in the UK and Brazil

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## SUMMARY

I am a bilingual professional (Portuguese/English) with a technical degree in Managerial Processes and over 10 years of experience in administrative routines such as accounts payable and receivable, credit analysis, customer service, and financial transaction management. This background has provided me with strong organizational skills, attention to detail, and efficiency in dynamic environments.

Currently, I am transitioning into web development, bringing strong technical adaptability and a problem-solving mindset. I am seeking a remote opportunity as a Full Stack Web Developer, where I can apply my skills, collaborate with teams, and continue learning. I am available for remote work within the UK.

## EDUCATION

- **Technician Degree of Management Process** | America do Sul University, Brazil | 2011 – 2013
- **Bachelor's degree in Law** | Cesumar University, Brazil | 2019 -2021 - Incomplete

### *Further Certifications & Training*

- **Web Development** | Udemey, London | 2024 – 2025
- **General English** | Callan School of English, London | Nov 2022 – Dec 2023
- **Charge administrative assistant** | Sebrae | 2017
- **Credit Granting: A Tool for Default Reduction** | Sebrae | 2013

## EXPERIENCE

- **Manager | Genuine Dining, London UK | Apr 2023 – Sep 2024**
  - Focus on productivity, motivation, and delivering excellent customer service.
  - Active participation in developing operational improvements and implementing strategies to optimize service and boost customer engagement.
  - Responsible for cash control, including opening, closing, and daily reconciliation of values.
  - Inventory management, including preparing purchase orders and controlling merchandise inflow and outflow.
  - Administration of invoices and monitoring of operational financial processes.
  - In charge of all store opening and closing procedures, ensuring compliance and operational readiness.

- **Food Runner | Casa do Frango, London UK | Nov 2022 - Mar 2023**

- Provided excellence in customer service and general administration duties. Cashier and responsible for opening and closing the area.
- Developing communication skills, customer satisfaction and loyalty expertise.

**Accounts Assistant | Sicredi (Cooperative bank), Paraná, Brazil | Nov 2020 - Nov 2021**

- Managed the renewal of automotive insurance policies, including negotiations for the inclusion of coverage options.
- Successfully navigated challenges posed by negotiations as post-pandemic values continued to rise.
- Demonstrated strong organisational skills by effectively creating and maintaining spreadsheets for data analysis.

**Successful Projects/Achievements**

- Consistently achieved insurance policy renewal rates ranging from 90% to 95%.
- Ranked within the top three in the team for performance in this regard.

**Accounts Assistant | Maringa Credito (Cooperative bank), Paraná, Brazil | Mar 2013 - Apr 2020**

- Provided customer service support, ensuring that customers' inquiries and concerns were addressed promptly and professionally.
- Offered a range of tailored credit options to customers, carefully explaining terms and conditions to help them make informed decisions.
- Efficiently managed the customer registration process, entering and maintaining accurate customer data to facilitate streamlined operations.
- Conducted thorough pre-credit analysis, assessing the creditworthiness of applicants based on established criteria and guidelines.
- Prepared comprehensive credit contracts, ensuring compliance with all legal and regulatory requirements.
- Demonstrated proficiency in debt collection, proactively reaching out to customers via phone calls to facilitate the resolution of outstanding payments.
- Drafted and negotiated legal agreements for debt settlements, collaborating with both customers and legal representatives to reach mutually beneficial solutions.
- Oversaw the administration of credit protection systems, including the timely inclusion and exclusion of customers as required to maintain accurate records and compliance with industry standards and regulations.

**Successful Projects/Achievements**

- Commenced as an intern and was promoted to a permanent position within six months.
- Progressed to an accounts assistant in just two years.
- Achieved a substantial reduction in outstanding rates through effective debt collection strategies.
- Successfully met and exceeded 98% of credit approval targets.

## **GENERAL SKILLS**

- **Language Skills:** Portuguese: Native / English: Intermediate
- **Tools & Technologies:** Microsoft Office Suite (Powerpoint, Excel, Word, Outlook), ERP and Internet.

- **Soft Skills:** Adaptable, hardworking, and consistently delivering excellent service to ensure utmost customer satisfaction, teamwork, communication, management, and analytical skills.