

Assumpta Pinto

in assumpta-pinto | ✉ asumpret@gmail.com | 📞 +353 894875512
📍 Galway, Ireland

EDUCATION

TRINITY COLLEGE DUBLIN

MASTER'S IN PHILOSOPHY -
INTERNATIONAL PEACE STUDIES
Oct 2020 | Dublin, Ireland

XAVIER INSTITUTE OF MANAGEMENT AND ENTREPRENEURSHIP

MASTER'S IN BUSINESS
MANAGEMENT - MARKETING AND
HUMAN RESOURCES
Apr 2017 | Bengaluru, India

VISVESWARAYA
TECHNOLOGICAL UNIVERSITY
BACHELOR'S IN COMPUTER SCIENCE
AND ENGINEERING
June 2015 | Belguam, India

CERTIFICATIONS

Digital Security and Human Rights

(Amnesty International)

Positive Peace Academy

(Institute of Economics and Peace)

Conflict Series, Confronting Trauma,
Gender Matters, Youth and
Peacebuilding, Environment, Natural
Resources and UN Peacekeeping
Operations

(United Nations Institute Of Training And Research)

KEY COMPETENCIES

- Adaptable • Analytical • Attention to Detail • Curious • Creative • Empathetic
- Entrepreneurial • Observant
- Quick-Learner • Result-Oriented

SKILLS

TECHNICAL SKILLS

- Salesforce • WordPress • Wix • Shopify
- Canva • Buffer • Zoho • CRM • SEO/SEM
- Social Media • Microsoft Word • Excel
- PowerPoint • Phone & Email

PERSONAL SKILLS

- Public Speaking • Relationship Building
- Fundraising • Leadership • Negotiation
- Communication

EXPERIENCE

INFOSYS BPM | PROCESS ADVISOR

Feb 2021 – Present | Galway, Ireland

- Specialised as a **Subject Matter Expert** (SME).
- **Customer-facing role** in a dynamic, high-pressured, time bound environment which requires **adept problem-solving** to provide long term solutions, while simultaneously **collaborating** with other teams.
- Understand the customer and the situation, while focusing on **de-escalating** matters and effectively negotiating best options for stakeholders.

FAITH. HOPE. LOVE. MOVEMENT | FOUNDER AND EDITOR

Mar 2018 – Present | Galway, Ireland

- **Developing content and designs** for a Christian faith-based website across multiple online and offline platforms.
- **Moderating and designing** content curated by other writers while managing their submissions.

PURPLETAG | CUSTOMER SERVICE EXECUTIVE

Oct 2019 – Feb 2020 | Dublin, Ireland

- **Handled deliverables** in a fast-paced, time bound environment.
- Responded to **customer queries** and **grievances** via email.
- Worked on **improving the content** of the website and **SEO/SEM**.

AMAZON | ONBOARDING ACCOUNT SPECIALIST

June 2018 – Aug 2019 | Bengaluru, India

- Specialized in **Pay-per-Click (PPC)** and banner **advertisements** on Amazon's platform; KPIs included account activation and onboarding.
- As a consultant for advertising, educated and launched sellers in the Indian marketplace on "Sponsored Products" and "Sponsored Brands" ad campaigns and assisted them in achieving their **business goals**.
- Single-handedly **managed, optimized and maintained** over 500+ accounts across different categories of products for various brands
- Focused **relationship management, retention** and **account optimization** while actively engaged in client retention.
- Actively worked as a **tester** for the development team, for new-to-market tool launches.

CHAROEN POKPHAND GROUP | BUSINESS MANAGEMENT TRAINEE

July 2017 – Nov 2017 | Bangkok, Thailand

- Trained in different business units under the CP conglomerate and reported business progress directly to the top management regularly
- Achieved observable **process improvement** in True Corporation and 7-Eleven while streamlining service and preserving highest levels of customer service.
- Successfully managed **end-to-end process** of a new business- 'Papa's Burger' through strategic management, product and service marketing, HRM, sales, **project and resource management**, delivery and analytics. Promoted the brand and succeeded in achieving breakeven in 8 months of establishment.

ARCESIUM | HUMAN CAPITAL INTERN

May 2016 – June 2016 | Hyderabad, India