

Augusto Andrés

Corporate Actions Rep

Austin, TX

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858.436.5589

Multilingual professional with extensive experience assisting clients in the United States and Brazil, focusing on industries such as tech, aviation and tourism. Educational background in mechanical engineering, aviation and telecommunications.

Authorized to work in the US for any employer

Work Experience

Corporate Actions Rep

BNY Mellon - Pittsburgh, PA

September 2018 to Present

- Provide support in the execution of corporate action (custody and accounting processing, liability notices, dividend and interest)
- Responsible for initiating, processing and maintaining voluntary and mandatory corporate actions and dividends on products
- Assist in reconciling client holdings versus agent holdings
- Support and complete client inquiries and requests

Assistant Manager

Homestead Capri Pizza - Pittsburgh, PA

September 2017 to August 2018

- Help General Manager with every aspect of running big pizza shop
- Maintain customer and employee satisfaction
- Scheduling, managing orders and contacting suppliers
- Handling money and payments

Data Editor & Analyst

Apple - Austin, TX

March 2016 to January 2017

Apex Systems at Apple

- Gather data through web research
- Validate and edit existing data (including spatial data) using internal tools
- Discuss and assess difficulties with researching/validating/editing data and propose ways to improve processes
- Review the work of others in peer group to ensure quality & consistency

Customer Service Representative

King Schools, Inc. - San Diego, CA

February 2014 to March 2016

Responsibilities

- Responsible for customer support, direct sales and career guidance for prospect and experienced pilots.
- Conduct video quality assurance for DVD and online courses.
- Represented King Schools in EAA AirVenture 2014 and 2015.

Travel operator II (English/Portuguese)

Trend Fairs and Congresses - São Paulo, SP

April 2013 to June 2013

Responsibilities

- Dealt with travel agents and made a bridge between them and the hotel brokers inland and abroad.
- Responsible for tasks related to the back office department and rearranging guests in overbooking situations.
- Handled car rentals, transfers, and airline fares.

Bilingual reservation assistant (English/Portuguese)

Utel International - São Paulo, SP

October 2008 to September 2012

Responsibilities

- Handled incoming calls from clients and several aspects regarding hotel reservations, including booking, changing, and cancelling reservations, as well as group reservations, billing, customer support and back office functions.

Education

Bachelor's (unfinished) in Mechanical Engineering

Universidade Federal Fluminense - Volta Redonda, RJ

2004 to 2008

Associate in Telecommunications

Escola Técnica Pandiá Calógeras - Volta Redonda, RJ

February 1999 to December 2001

Skills

English, Portuguese, Spanish, Google Products, Microsoft Suite, Welding, Blacksmithing, 3D printing, Data Analysis, Data Entry

Links

<https://www.linkedin.com/in/augustoea>

Additional Information

Helicopter pilot:

- FAA private license
- ANAC commercial license