

Beatriz Souza (27 years old)

Administrative assistant



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📍 Campinas-SP, Brasil

SUMMARY

I have a degree in Administration and have over 5 years of experience in the administrative area, always involved with organization, customer service and process improvement. Over time, I started to be interested in technology, especially seeing my husband's routine, who already works in the area. This inspired me to look for a professional transition, and that's how I completed the technical computer course for the internet. During the course, I learned HTML, CSS, JavaScript, programming logic, data analysis and software and scrum tests. Today, I seek an opportunity in IT to unite my practical experience with digital tools that really add value to the daily life of companies.

Keywords: Administration, customer service, career transition, HTML, CSS, JavaScript, programming logic, data analysis, software tests, scrum

PROFESSIONAL EXPERIENCE

Administrative assistant | Dynamo Seguros (CLT)

November 2020 - Currently | Campinas-SP (Presencial)

I do new insurance quotes and renewals of every elemental branch. Adminishes insurance of the portfolio of partner real estate clients. I do customer service, insurance closure, emission monitoring and insurers resolutions.

Administrative intern | Dynamo Seguros (Internship)

August 2020 - November 2020 | Campinas-SP (Presencial)

Issuance of slips, file control, sending documents and insurance quotes. Assistance in the administrative demands of the company.

Administrative intern | National Institute of Social Security (INSS) (Internship)

April 2019 - April 2020 | Campinas-SP (Presencial)

Preparation of memos and crafts, issuance and digitization of documents, organization of process files.

Administrative apprentice | Tecnoset (Aprendiz)

October 2015 - October 2016 | Campinas-SP (Presencial)

Annexed documents, attended customers, prepared spreadsheets and presentations, monitored supplies and closing of care.

Administrative apprentice | Claro Brasil (Aprendiz)

October 2013 - October 2014 | Campinas-SP (Presencial)

Spreadsheet creation, administrative sector support, file organization and system data insertion.

EDUCATION

Internet computer technician

November 2023 - May 2025

Brazilian polytechnic | Technical

Technical course focused on practical and theoretical training in web development, focusing on the creation of websites, systems and applications for the internet. It covers languages such as HTML, CSS, JavaScript, programming logic, responsive design and database, agile methodologies and software tests.

Business administration

June 2019 - June 2023

Anhanguera Educacional | Bacharelado

Higher training focused on strategic management, finance, human resources, marketing, logistics and business planning. It developed skills to act in different administrative and corporate sectors.

Administrative services

October 2015 - October 2016

Senac Brasil | Technical course

Vocational course focused on the development of skills in administrative routines, customer service, document organization and use of office tools.

Business management

October 2013 - October 2014

Senac Brasil | Technical course

Course focused on introducing business management practices, strategic planning, entrepreneurship, marketing and operations. Preparation to act in administrative management functions.

CERTIFICATIONS

Professional Intelligence Journey | Online platform

01/01/2024 | Lifetime

Intelligent productivity | Online platform

01/01/2024 | Lifetime

Excel Week | Online platform

01/01/2024 | Lifetime

Persuasive argumentation | Online platform

01/01/2024 | Lifetime

Communication and assertive thinking | Online platform

01/01/2024 | Lifetime

RELEVANT PROJECTS

Landing Page Starbucks

February 2025

HTML, CSS, JavaScript

Creation of a Starbucks Landing Page Using HTML, CSS and JavaScript. Available at: <https://beatrizbonotto.github.io/starbucks/>