



# Danielle Maria Perez Lott

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**Date of birth:** 11 Dec 1988 | **Nationality:** Brazilian | **Gender:** Female |

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Truderinger Str., 154, 81825, München, Germany

## ● WORK EXPERIENCE

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JAN 2017 – JUN 2019

**QUALITY ANALYST – TELEPERFORMANCE HELLAS**

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- Monitor and Provide feedback of the service provided by the Customer Service Representatives;
- Prepare transaction monitoring plan on a weekly/monthly basis;
- Document evaluations using monitoring forms and systems;
- Track and identify reoccurring problems and service opportunities;
- Deliver on a regular basis performance results to the appropriate staff;
- Analyze CSAT/DSAT data;
- Participate in Client's and/or Internal calibration sessions;
- Study and Provide feedback of the processes and tools;
- Evaluate Supervisor's consistency on monitoring (Spot-Check);
- Prepare reports which show the performance of the team and of the project in regards to various Quality Analysis Metrics; and
- Voluntarily work together with the QA Coordinator to develop some improvements on some reports to increase team's performance.

Athens, Greece

OCT 2014 – DEC 2016

**CUSTOMER SERVICE REPRESENTATIVE – TELEPERFORMANCE HELLAS**

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- Customer Support through calls and e-mails;
- Agent Support through calls and e-mails;
- Technical Support with remote access to support Agents;
- Senior of the Team;
- Escalations of problems to higher, responsible departments.

Athens, Greece

MAY 2011 – SEP 2014

**IMPORTATION AND BUSINESS ASSISTANT OF THE PROJECT DEPARTMENT – ITOCHU BRASIL S/A**

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Support the Brazilian clients that wish to import good from the clients in Japan. Support the Regional Director in planning and studying business opportunities in the Oil and Gas Area. Translation of articles to English. Support the foreign visitors. Administrative assistance through the use of the SAP system.

Rio de Janeiro, Brazil

AUG 2010 – DEC 2010

**VOLUNTARY INTERSHIP IN THE PROJECTS SECTOR – VOLUNTÁRIOS AMIGOS DA LUZ**

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Project development and search for international sponsors for the projects.

Recife, Brazil

APR 2010 – JUL 2010

**VOLUNTARY INTERSHIP IN THE SPONSORING SECTOR – WORLD VISION**

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Go between the sponsors and children supported by the NGO World Vision's projects mainly through translations.

Recife, Brazil

NOV 2009 – JAN 2010

## ADMINISTRATIVE ASSISTANT – MAC CONFECÇÕES

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Stock, cash flow and payment control.

Recife, Brazil

JUN 2007 – SEP 2007

## INTERNATIONAL BOOKER – EPMODELS AGENCY MGT BRAZIL

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Preparation of the models' international agenda through contacting foreign agencies, working on obtaining visas and exchange rate quotations. Introduction of the basic aspects of the culture of the countries of destination to the models. Support preparing the local agenda of the models.

Recife, Brazil

## ● EDUCATION AND TRAINING

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SEP 2016 – FEB 2017 – Athens, Greece

## MASTER DEGREE IN INTERNATIONAL ECONOMICS AND FINANCE (INCOMPLETE) – Athens University of Economics and Business

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First period of the Masters course of International Economics and Finance.

2012 – 2012 – Rio de Janeiro, Brazil

## GENERAL ACCOUNTING AND BALANCE ANALYSIS – Fundação Getúlio Vargas

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How to read and work with balance sheets and basic accounting methods.

FEB 2007 – DEC 2010 – Recife, Brazil

## BACHELOR DEGREE IN INTERNATIONAL RELATIONS – Faculdade Damas da Instrução Cristã

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International Relations course balanced between International Law, International Economics, Sociology, Foreign Trade and International Politics.

My own chosen focus was International Economics and as such had Statistics and Calculus as a solid base.

Class representative for all four years.

2007 – 2007 – Recife, Brazil

## EXCHANGE PRACTICES – Banco do Brasil

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Basic course on how currency exchange works within the Financial Market.

2004 – 2004 – Nova Friburgo, Brazil

## COMPUTER COURSE – SENAI

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-Intermediate use of Power Point;

-Intermediate use of Excel; and

-Advanced use of Word.

## ● LANGUAGE SKILLS

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**Mother tongue(s):** PORTUGUESE

**Other language(s):**

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	C2	C2	C2	C2	C2
<b>SPANISH</b>	B1	B1	B1	B1	A2
<b>GREEK</b>	B1	B1	B1	B1	A2
<b>GERMAN</b>	B1	B1	A2	A2	A2
<b>JAPANESE</b>	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

## ● ORGANISATIONAL SKILLS

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### Organisational skills

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Organisational skills necessary to balance academic and work life. At work, it is vital to my daily tasks as I must organize the reports, monitors, e-mails, keep close attention to escalations and support my teammates, as well as keep myself updated regarding the procedures.

## ● COMMUNICATION AND INTERPERSONAL SKILLS

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### Communication and interpersonal skills

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Communication skills obtained through academic years as Class Representative and Presentations. The skills were honed as demanded by working with Negotiations and as Customer Support Representative.

## ● JOB-RELATED SKILLS

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### Job-related skills

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-Daily work with e-mails and escalations;  
-Previously Senior Agent of my team; and  
-Experience working with reports of different kinds, from preparation to presentation.

## ● DIGITAL SKILLS

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Zoom | Skype | Microsoft Excel | Google Drive | Microsoft Powerpoint | Google Docs | Instagram | Microsoft Word | Outlook | LinkedIn | Twitter