



DANIELLE MARIA PEREZ LOTT

WEB DEVELOPER

Profile

DANIELLE MARIA PEREZ LOTT

Swiss B Family Visa of 5 years (expires on 09/2027)

I'm a Full-stack Developer with a degree in International Relations. I have experience in QA and International Commerce. Due to my background, I am very insightful, detail-oriented, and devoted learner when striving to build interactive apps that run across various platforms and devices.

EXPERIENCE

QUALITY ANALYST

TELEPERFORMANCE HELLAS

2017 - 2019

- 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;
- 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;
- Voluntarily work together with the QA Coordinator to develop some improvements on reports to increase team's performance through the use of Excel Macros.

 +41 78 256 09 53

 danilott1988@gmail.com

 Adliswil, Switzerland

 danilott1988.github.io/portfolio-website/

EDUCATION

MASTER DEGREE (INCOMPLETE)

Athens University of Economics and Business - Athens, Greece

2016 - 2017

BACHELOR IN INTERNATIONAL RELATIONS

Faculdade Damas da Instrucao Crista - Recife, Brazil

2007 - 2010

SECONDARY SCHOOL

Colegio Boa Viagem - Recife, Brazil

2004 - 2006

COURSES

INTRODUCTION TO DATA AND SQL

Code First Girls / Credit Suisse

2022

FULL STACK WEB DEVELOPMENT

CareerFoundry

2021-2022



EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

TELEPERFORMANCE HELLAS

2014 - 2016

- Customer and Agent Support through calls and e-mails;
- Technical Support with remote access to support Agents with App and other technical issues;
- Senior of the Team, directly assisting the Supervisor;
- Escalation of problems to higher and/or responsible departments.

IMPORTATION AND BUSINESS ASSISTANT OF THE PROJECT DEPARTMENT

ITOCHU BRASIL S/A

2011 - 2014

- Support the Brazilian clients that wish to import goods from the clients in Japan;
- Support the Regional Director in planning and studying business opportunities in the Oil and Gas Area;
- Participate in strategic meetings presenting business opportunities to possible new business partners;
- Translation of .all necessary documents, articles and paperwork from Portuguese to English;
- Assistance to the administrative department and input of invoices through the use of the SAP system.

VOLUNTARY INTERNSHIP IN THE SPONSORING SECTOR

WORLD VISION NGO

2010

- Translation of correspondence letters between sponsors and the children. Mainly English to Portuguese and occasionally there could be a request for Spanish to Portuguese as well.

COURSES

GENERAL ACCOUNTING AND BALANCE ANALYSIS

Fundacao Getulio Vargas

2012

CURRENCY EXCHANGE PRACTICES

Banco do Brasil

2007

LANGUAGES

- **PORTUGUESE** - Mother Tongue
 - **ENGLISH** - Fluent (TOELF IBT 105, 2014)
 - **GERMAN** - Conversational (B1)
 - **GREEK** - Very Good (B2)
 - **SPANISH** - Conversational (B1)
-

SKILLS

- MERN Stack
- MEAN Stack
- SQL
- React Native
- Problem-Solving
- Computer Literacy
- Project Management Tools
- Strong Communication