



Fillipe Bueno

Hello, I'm Fillipe

I am a self-driven individual who has taken a keen interest in studying and understanding economics, investment, accounting, and finance. I am a hardworking, communicative, and quick learner who thrives on personal growth. I excel in team environments and am dedicated to continuously expanding my knowledge and skills in pursuit of professional excellence.

CONTACTS



+44 07365 805250



fillsurpisce@gmail.com



Southport, Merseyside

LANGUAGES

Portuguese - Fluent

English - Fluent

Italian - Beginner

Spanish - Beginner

EXPERIENCE

March 2023

3 months

Insurance Repairs Advisor

DAMS Direct Accident Management

- A proficient and dedicated bilingual repair administrator with a strong background in effectively managing repair processes and facilitating communication between clients, engineers, garages, and insurance companies.
- Demonstrated expertise in inputting accurate information into the company's system based on engineers' reports related to clients' vehicles involved in no-fault accidents.
- Exceptional communication skills, ensuring essential information from engineers' reports is effectively communicated to clients, enabling a clear understanding of the repair process.
- Proven ability to collaborate closely with garages, engaging in discussions to determine repair requirements, estimate costs, and establish repair timelines, with the ultimate goal of minimizing vehicle downtime.
- Skilled in handling various claim-related tasks, including processing claims, gathering necessary documentation, and liaising with insurance companies.

EDUCATION

GCSE equivalent

Curso Positivo - Brazil - 2017

Company Valuation Strategies

Ongoing (15%)

- Utilizes bilingual proficiency in English and Portuguese to facilitate seamless and effective communication with both clients and garages, ensuring clarity and accuracy throughout the repair process.

Jan 2022
1 year

Customer Care Associate II Google United Kingdom | Conduent

- A dedicated professional providing exceptional support exclusively to Portuguese speakers, with a focus on Brazilian Portuguese, while facilitating communication with teams and the company in English.
- Proficient in problem-solving for products such as Google Pay, Play, and Google for Families, analysing issues, and identifying effective solutions.
- Demonstrated expertise in explaining complex troubleshooting steps clearly and concisely, ensuring customer understanding and satisfaction.
- Skilled in developing rapport and maintaining a positive demeanour during live interactions, fostering a positive customer experience.
- Provided education and advice regarding available features within the Google ecosystem, empowering users to maximize their usage and satisfaction.
- Thoroughly assess and ascertain refund claims while effectively evaluating and detecting instances of fraud spanning various payment methods and platforms.

Jan 2021
1 year

Telephone Researcher NHS Test and Trace | England/Scotland

Inquiry and Investigation:

- Conduct a comprehensive interview to gather intricate details regarding all the actions undertaken by the individual both prior to and subsequent to contracting the coronavirus.

- Collect pertinent information from all individuals who had contact with the infected person during their contagious period.

Risk Assessment:

- Thoroughly evaluate whether the case should be escalated as a high-risk scenario, taking into consideration the gathered information.
- Assess the vulnerability of the citizen and determine if they require additional assistance to ensure proper isolation.