

Glaucia Narciso Barbosa – Personal Summary

I have Skills and experiences in project support, contract management, billing processes, technical report development, customer service, and various aspects of marketing and advertising. Here's a breakdown of your key skills and experiences:

1. **Project Support:**
 - Management of project documentation.
 - Facilitation of project team communications.
 - Setup of project control book, data entry, issue tracking, and financial transactions.
2. **Contract Management:**
 - Asset management.
 - Audit readiness.
 - Financial process support.
 - Issues management.
 - Measurements reporting.
 - Project plan execution.
 - Request for service.
3. **Intercompany Billing:**
 - Experience with intercompany worldwide billing processes.
 - Collection and data consolidation.
 - Development, updating, and revision of technical reports.
 - Design of reports and business metrics for end-users.
4. **Customer Service and Sales Support:**
 - Internal customer service, handling billing-related questions.
 - Support to the commercial team, including managers, directors, and sales representatives.
 - Sales support and pre/post-sales management.
5. **Integrated Systems:**
 - Experience with Integrated Systems such as E.M.S Datasul, Sales Force, and Microsiga.
6. **Marketing and Advertising:**
 - Elaboration of Email Marketing.
 - Programming and coordination of advertising campaigns.
 - Content management on social networks and websites.
 - Coordination of merchandising actions.
 - Media planning for Out of Home (OOH) advertising.
7. **Event Coordination:**
 - Organization and coordination of fairs and events (e.g., Intersolar Fair, Sigep - Italy, FISPAL Food Service, FIPAN, ANAD campaigns).
8. **International Business:**
 - Experience with import processes from manufacturers in Italy.
 - Coordination with international agencies.
9. **Language Skills:**
 - Proficiency in Portuguese and English.