

Henrique Peroni

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Residency Status: Stamp 4

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Personal Profile

A communicative professional fluently in written and verbal English and Portuguese, with over 3 year's experience in customer service in International company and in Ireland. Ease of working independently, excellent computer skills i.e Microsoft programs is looking for a role in Customer Experience department in Dublin.

Education and Training History

May 2020 – May 2020	Innovative Customer Services Techniques LinkedIn Learning
May 2020 – May 2020	Working with Upset Customers LinkedIn Learning
May 2020 – May 2020	Phone – Based Customer Service LinkedIn Learning
Nov 2016 – Jul 2017	English Course Chapterhouse Education, Dublin
Jan 2012 – Jun 2016	Graduation Chemistry Engineer University of Caxias do Sul, Brazil

Work History

Nov 2018 – Present	Manager/Waiter/Bar Staff The CaterWaiter Supply Company, Dublin
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- Contributing in several hotels and big companies as The Marker Hotel, Powerscourt Gardens, Medleys Venue, Airbnb, PWC, William Fry with up to 250 guests per event.
- Dealing challenging situations in events and intermediation between organizers, staffs, kitchen and guests.
- Managing team with 15 people guiding their tasks, giving training.

Achievement: Promoted to Manager in November of 2019.

Nov 2016 – Jul 2017

Bar Staff/Floor Staff

Russell Court Hotel – Diceys Garden, Dublin

- Provided information about menu and drinks in English and Portuguese.
- Liaised with an average up to 500 customers daily.

Achievement: Promoted to Bar Staff in February of 2017.

Jul 2014 – Sep 2016

Laboratory Assistant/Effluent Treatment Operator

Naturasuc Industry & Trade, Brazil

- Responsible for analysing the daily production sample and implementing improvements when necessary.
- Developing new products and send it to clients for approval
- Assisting in routine laboratory maintenance, including equipment maintenance, maintaining lab cleanliness and a safe laboratory environment

Achievement: Promoted to Laboratory Assistant in January of 2015.

Out 2012 – Jul 2014

Financial Analyst

Soprano Electrometallurgy and Hydraulics, Brazil

- Analysed account history to take appropriate action.
- Provided phone support to customers daily.
- Completed monthly results in Excel, using statistical functions and graphics.
- Managed customers defaults by reports.

Duty: Created and implemented a new strategy reducing default of 6,1% to 2,8% in 41 days. The goal of being less than 3% default was since 2010.

Skills

- Fluent in English and Portuguese and working knowledge of Spanish.
- Excellent Computer Skills i.e Microsoft Office (Word, Excel, PowerPoint and Outlook).

Hobbies and Interests

- Reading – Interests in books related to mindset, business and stock market.
- Sports – Especially Crossfit and Soccer

References are available on request