

Ieza Souza

Personal Information

Date of Birth: 23/10/1996
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Professional Experience

03/2022 – presente
Lisboa

Content Moderation Accenture

- I performed content moderation tasks, including reviewing and analyzing user-generated content, identifying and addressing potential violations of community guidelines to maintain a safe and welcoming online environment.
- I earned the title of "Performer of The Month" twice for outstanding performance in achieving performance goals and providing high-quality moderation.
- I was designated as the main support for my team, assisting in training new members and providing support for escalated issues.
- Consistently, I achieved exceptional KPIs, demonstrating efficiency, accuracy, and attention to detail in moderation tasks.
- I developed and implemented effective content moderation strategies, resulting in improved metrics and consistency for my team.

04/2019 – 01/2022
Algarve - Lisboa

Branch Manager Oslo and Love Apparel

- Started as a Sales Associate, focusing on customer service and driving sales.
- Promoted to Stock Manager, responsible for managing and distributing products among 10 stores. Organizational and planning skills used to ensure product availability and appropriate quantities.
- Led the opening and operation of a new store in Lisbon.
- Responsible for order management, ensuring adequate supply to meet customer demand.
- Supervised cash operations and store accounting performance.
- Developed leadership, decision-making, problem-solving, and team management skills.
- Acquired comprehensive knowledge in retail management, including sales, customer service, logistics, and accounting.

Education

2010 – 2012
Três Lagoas, Brazil

High School Education Escola Estadual Padre João Tomes

2013 – 2015

Technical Course in Pulp and Paper FATEC SENAI

Qualifications

- LANGUAGE SKILLS

English



Spanish



- WEB FUNDAMENTALS

Web Development with
HTML



Dynamic Web Pages with
JavaScript and CSS

