

Icaro Villas Boas de Araujo

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SUMMARY

- 4 years of experience as quality inspector and supervisor role.
- 3 years experience as managing and administration role.
- Highly communicative, organized, easy adaptable to changes, flexible, pro-active, punctual, ambitious, great in teamwork, handling stress situations and working under pressure, dynamic and fast-learning.

WORK EXPERIENCE

Team Leader – *Ttec (Remote), Ontario, Canada*

JANUARY 2022 – NOW

- Focus on team performance; provide motivation and support to enhance engagement and success in attaining targets and goals.
- Provide leadership, engagement, performance management, communication, and development of associate staff.

Bilingual Customer Service Representative – *Ttec (Remote), Ontario, Canada*

JUNE 2021 – JANUARY 2022

- Provided daily support as the company's only bilingual Portuguese/English customer service representative.

Supervisor – *Alpha Fine, Ontario, Canada*

APRIL 2019 – May 2021

- Supervisor, guide and motivate the team
- Maintains quality service by establishing and enforcing organization standards
- Distribute, monitor and evaluation of activities, clarifying doubts and managing resources
- Maintains safe and clean work environment by educating and directing personnel on the use of all control points, equipment, and resources
- Resolves personnel problems by analyzing data; investigating issues; identifying solutions; recommending action

Cleaner – *Impact Cleaning Services LTD, Ontario, Canada*

JANUARY 2019 – APRIL 2019

Team member (Bakery Department) – *Marcello's Independent City Market, Ontario, Canada*

NOVEMBER 2018 – JANUARY 2019

Office Manager/Administrator – *Ojuara Veiculos, Bahia, Brazil*

JANUARY 2016 - JANUARY 2018

- Responsible for supervising, manage and organize the sales of used cars.
- Organization of documents, finances, schedules.
- Initiates and coordinates goals, deadlines, and projects for their department.

Welding Supervisor – *Corema Estaleiro, Bahia, Brazil*

JANUARY 2014 - JANUARY 2015

Welding Inspector – *B3 Boat, Bahia, Brazil*

DECEMBER 2011 - OCTOBER 2013

Quality Control Assistance – *Acopla Industria, Bahia, Brazil*

APRIL 2011 - DECEMBER 2011

EDUCATION

Quality Engineering Management - Post Graduate Diploma – *Lambton College, Ontario, Canada*

GRADUATED: 2020

Mechanical Engineering - Bachelor – *Unijorge, Bahia, Brazil*

GRADUATED: 2016

Mechanical Technician - Certificate – *Centro Técnico de Simões Filho, Bahia, Brazil*

GRADUATED: 2014

Welding Inspector - Certificate – *FBTS, Bahia, Brazil*

GRADUATED: 2011

LANGUAGE SKILLS

Portuguese – Fluency

English – Fluency

CERTIFICATIONS

Worker Health and Safety Awareness in 4 Steps – *Toronto, Ontario, Canada*
2019