**Icaro Villas Boas de Araujo**

80 Castlefield Avenue, Toronto, Ontario, M4R 1G4

(236) 862-4780

[Icaro12@hotmail.com](mailto:Icaro12@hotmail.com)

**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**

**Project Administrator** *– Westinghouse (Remote), Ontario, Canada*

AUGUST 2022 – NOW

* Scheduling routine meetings and recording decisions (e.g., next steps, assigned tasks etc.)
* Creating and updating workflows
* Acting as the contact point for all project participants
* Taking notes and document all meetings actions and important information.

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

JANUARY 2022 – AUGUST 2022

* 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

**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**

**Coding Bootcamp (Full Stack Developer) - Certificate***– University of Toronto, Ontario, Canada*

GRADUATING: 2023

**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**