

Lorenzo Ronzani

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SUMMARY OF QUALIFICATIONS

- Software Development student.
- Four years of experience in customer service and teamwork, with strong interpersonal skills developed through roles in catering and sales.
- Skilled in developing performance indicators and data analysis, with a focus on delivering actionable insights.
- Currently expanding technical expertise through formal education and practical projects. Adept at problem-solving, communication, and fostering positive client relationships.

PROFESSIONAL EXPERIENCE

Fashion Associate

November - 2024

Walmart, Calgary.

- Provided exceptional customer service by assisting customers in locating merchandise, promoting products and services, and resolving issues effectively.
- Processed and stocked all fashion merchandise while ensuring the sales floor remained clean and organized.
- Maintained merchandise standards, including modular and signage integrity, ensuring proper fixtures and supplies were in place.
- Collaborated with team members to strategically plan and execute daily tasks and seasonal arrangements.

Sales Assistant

Fixoved Fixação e Vedação, São Bernardo do Campo, Brazil

2023 - 2024

- Provided excellent customer service to clients in person, over the phone and by e-mail.
- Used Onix sales systems to track inventory levels and properly restock shelves with the purchasing team.
- Processed special orders for out-of-stock items when necessary.
- Used computer system to retrieve customer information, part number inventory and status of purchase orders.

Comercial Analyst

Flash Courier, São Bernardo do Campo, Brazil

2021 - 2023

- Analyzed key performance indicators to identify effective strategies.
- Provided direct customer service over the phone and by email, understanding the customers' needs.
- Performed data analysis and developed performance indicators.
- Presented results and indicators to international clients using Power BI, Excel, and PowerPoint.
- Supported the Finance, IT, and Operations team.

EDUCATION

Software Development Diploma

Bow Valley College, Calgary, AB.

2024 - 2026

Business Administration Degree

Centro Universitário FEI, São Bernardo do Campo, SP, Brazil.

2018 - 2022

LANGUAGE SKILLS

English: Proficient

Portuguese: Native

Spanish: Intermediate