

Matheus O. Malaquias

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EDUCATION

BRIGHAM YOUNG UNIVERSITY - IDAHO

Bachelor's degree in Development Software

Remote

April 2024 – present

CUMORAH ACADEMY

Business and entrepreneurship

Načeradec, Czech Republic

April 2025 – July 2025

WORK EXPERIENCE

MATHEUS OTÁVIO MALAQUIAS

Founder

Juiz de Fora, Brazil

August 2024 – Present

- Receiving and inspecting more than 20 shipments per week, verifying the product quality.
- Organization and archived more than 100 administrative physicals and digital documents.
- Responsible for the transportation and movement of even 10+ materials between sectors.
- Responsible for regularly counting 100+ items, helping to reduce discrepancies by 10%.
- Preparation of monthly stock performance reports, thoroughly analyzing product turnover.

SANIWAY - SAÚDE AMBIENTAL

Vector control technician

Juiz de Fora, Brazil

April 2023 – December 2023

- Continuous research on 10+ industry sources to update on pest control trends and innovations.
- Personalized support, monitoring demands of 30+ clients building long-term relationships.
- Planning and delivering training to more than 10 clients, focusing on knowledge dissemination.
- Performance in B2B and B2C sales, focusing on goals, strategic planning and customer loyalty.
- Mediation between clients and technical teams to ensure deliveries are in line with expectations.

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Service representative

São Paulo, Brazil

March 2021 – March 2023

- Guidance for more than 100 users, with a focus on teaching methods and excellence in service.
- Collaboration with internal teams for efficient resolution of demands, continuous improvement.
- Support of more than 100 requests via telephone, chat and in person in Portuguese and English.
- Detailed record of interactions and solutions, ensuring traceability and complete service history.
- Proactive action in resolving administrative and logistics problems, through root cause analysis.

HARD SKILLS

- Proficiency in Microsoft Office
- CRM (Customer Relationship Management)
- Sales, process analysis
- Administrative and operational process
- Multichannel support (phone, email, chat, in-person)
- Software development fundamentals (Bachelor's degree in progress, Python - basic, HTML, CSS)

SOFT SKILLS

- Customer Services
- Negotiation and Time Management
- Communication and Teamwork
- Emotional Intelligence
- Proactivity and problem-solving
- Leadership, active listening
- Conflict resolution and Goal Setting
- Critical thinking and decision-making