

Luciano Ferrer

About me

I have always worked with customer service, with more than 20 years of experience, being Magazine Luiza 8 years and Santander 9 years. I am an observer, analyst and I have an entrepreneurial vision, I have the ability to work as a team, as a collaborator I always try to be active in projects to achieve the desired success, seeking to leverage sales with excellence in customer service.

I can help you with Commercial Management, Customer Service, New Business, Customer Portfolio, New Customers, Planning, Sales Management, Investments and Digital Marketing

Experience

Business and Services Manager

Santander Bank, Jau, SP Brazil

Customer service, account opening, sale of financial services, insurance, telephone and visits, cashier.

From 2013-08 to 2022-04

Salesman

Magazine Luiza, Jau, SP Brazil

I worked 5 years as a salesperson in all sectors and later as a cashier for 3 years.

From 2003-10 to 2011-09

Education

Systems Developer

ETEC - Etec Joaquim Ferreira do Amaral

From 2021-07 to 2022-12

MBA in Administration and Finance

UNINTER Centro Universitário Internacional

From 2014-06 to 2015-12

Specialization in Production Engineering

UNINTER Centro Universitário Internacional

From 2013-02 to 2014-06

Bachelor in Business Administration

Faculdades Integradas de Jaú

From 2007-02 to 2010-12

Certification and Licenses

B1 IELTS

Intermediary English

in 2021-06

CPA-10

ANBIMA Brazilian Association of Financial and Capital Markets

Entities

From 2014-01 to 2023-12

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Nationality

Brazilian

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