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| A person smiling for the camera  Description automatically generated with low confidenceLais Simoes MA Dispute Resolution| BA International Relations  |Project Management | Client Service | Operations | **Dublin, Ireland (Open to relocate)**  [**laiscsimoess@gmail.com**](mailto:laiscsimoess@gmail.com)  **(+353) 0830337597 Receiver**  [**LinkedIn**](https://linkedin.com/in/lais-simoes) |

An analytic and reliable professional with an extensive knowledge and experience in management & support of large and small scale of projects, Customer Service, Legal, Administration, Finance and Human Resources matters. Qualified with a Masters in Dispute Resolution, a Bachelor degree in International Relations and PCMA Project Management Certified Associate. Driven and detail-oriented with the ability to excel the potential and add value to the business.

## Competencies

▪ Complain Resolution ▪ Interpersonal skills ▪ Helpdesk ▪ International Relations ▪ Leadership ▪ Communication ▪ Data Entry ▪ Adaptability ▪ Research

## Work Experience

Client Service Executive 2022-2023

*Davy Stockbrokers ▪ Dublin, Ireland*

key achievements

* Ensured high level of customer service focusing in client satisfaction by managing emails and phone calls in a timely manner and ensuring all queries are dealt with as soon as possible.
* Provide administration and client relationship support to the Wealth Management & Financial Advisory Team.
* Implemented new processes to streamline and update data storage.

Office Administrator 2021-2022

*Icon Geo Ltd.▪ Dublin, Ireland*

key achievements

* Working directly with board of Directors and Senior Managers as representative staff to liaise with other Irish based company of Tracsis Group on administrative, HR and Finance matters.
* Maintain and update accurate records using the electronic diary, email and computer.
* Managing and supervising general data entry and storage structure.
* Providing resource support to Project Managers when needed.

Legal Executive 2020-2021

*James Watters & Co. Solicitors ▪ Dublin, Ireland*

key achievements

* Created a Cloud relational database system to open, deal with, find and request payment details and close case files resulting in significant improvement of intern communication and client relationship management.
* Working with stakeholders in specialised services that are required, such as drafting daily reports and other documents, attending court, file management and providing helpdesk support on a daily basis.
* Client relationship management – effectively liaising by phone, email, via online meetings or in person to gain accurate and complete information.
* Perform special projects as required by the company’s management, such as training interns and overseeing quality of work produced and assist with Legal team travel and event planning.

Hospitality Assistant 2018-2020

*Louis Fitzgerald Group/Arlington Hotel ▪ Dublin, Ireland*

key achievements

* Managed communications with other affiliated hotels and resources and was the key contact for all enquiries.
* Responded in a timely manner to multiple enquiries by phone and email from customers through to B2B customer support in a timely manner, redirecting as needed to the appropriate contacts.
* Responsible for billing accurately and maintained customer database and schedule as well as dairy management.

Auditor Team Lead & Assistant Project Coordinator 2015-2017

*Tenco Shopping Centres ▪ Roraima, Brazil*

key achievements

* Regarded as one of the most important Brazilian Shopping Centres, As Auditor Team Lead, I managed an IQS database of records relating to sales volume, customer information, product quality, etc. Monitoring progress and performance of intern auditors.
* After being promoted as Assistant Project Coordinator, I collaborated with cross-functional teams, managers, leads and other stakeholders to help deliver major organisational projects with on-time and on-budget project goals.
* Performance of operational tasks such as building weekly reports status updates and agenda stakeholder, documents and information distribution, coordinate meetings and taking notes, reports collation and communication support.

## Education

Master’s Degree in Dispute Resolution (QQI Level 9) 2019-2020

*Independent College Dublin ▪ Dublin, Ireland*

Bachelor’s Degree in International Relations (QQI Level 8) 2012-2016

*Federal University of Roraima ▪ Boa Vista, Brazil*

## Certifications

2021 Certified Associate in Project Management (CAPM)® *Ecollege*

2021 GDPR Compliance: Essential Training *LinkedIn Learning*

## Languages

Native Portuguese | Fluent English | Intermediate Spanish

## Technical Skills

Proficient in MS Office Suite| GSuite |ISO Systems | Data analysis | Documentation | Agile Methodology | Software development life cycle (SDFC) | Cloud Computing | Open Source | QA Tools | SQL Database | IRP Systems