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Summary

As a dedicated bank manager in Brazil for over a decade, I have cultivated strong leadership, problem-solving, and adaptability skills. Despite no prior experience in IT, my postgraduate degree in Software Development reflects my passion for technology and my commitment to growth. My transition into the IT field showcases my determination and readiness to embrace new challenges. With a solid foundation in management and a newfound expertise in software development, I offer a unique perspective and a strong drive to excel in this dynamic industry.

Experience



Quality Control

Iron Mountain

Sep 2022 - Jan 2024 (1 year 5 months)

- Document Inspection: Reviewing scanned documents to identify errors, such as missing pages, illegible text, or distorted images.
- Image Enhancement: Utilizing specialized software and tools to improve the clarity and readability of scanned documents, including adjusting contrast, brightness, and resolution.
- Data Validation: Verifying that data extracted from scanned documents, such as text and metadata, is accurate and matches the original source.
- Error Correction: Correcting any scanning or data entry errors promptly to maintain the quality of digitized documents.
- Compliance Adherence: Ensuring that the digitization process complies with industry standards, legal requirements, and company policies, especially in cases involving sensitive or confidential information.
- Record Keeping: Maintaining detailed records of quality control activities, discrepancies, and resolutions for auditing and reporting purposes.
- Process Improvement: Collaborating with the scanning team to identify and implement process enhancements that can improve scanning efficiency and quality.
- Training and Guidance: Providing guidance and training to scanning technicians on best practices for document handling, scanning procedures, and quality control standards.
- Customer Satisfaction: Contributing to overall customer satisfaction by delivering high-quality digitized documents that meet or exceed client expectations.



Housekeeper

You Are Home

Jun 2021 - Dec 2021 (7 months)

- Keeping facilities and common areas clean and maintained.
- Vacuuming, sweeping, and mopping floors;
- Cleaning and stocking restrooms;
- Cleaning up spills with appropriate equipment;
- Notifying managers of necessary repairs;
- Collecting and disposing of trash;

- Assisting guests when necessary;
- Keeping the linen room stocked;
- Properly cleaning upholstered furniture.



Cleaner

Bem Brasil Restaurants

Dec 2019 - Jun 2021 (1 year 7 months)

- Dusting, sweeping, vacuuming and mopping surfaces in their work area including living/working areas, bathrooms and supply closets;
- Refilling and restocking cleaning supplies and toiletries (hand wash, toilet paper, paper towels);
- Washing kitchen napkins, floor rags and dusters;
- Maintaining cleaning products and ordering new supplies when necessary;
- Taking out the garbage;
- Carrying out minor maintenance tasks such as replacing displaced toilet seats, unclogging sinks;
- Conducting monthly disinfection and deep cleaning;
- Maintaining Material Safety Data Sheets (MSDSs) and compliance with universal precautions.



Exclusive Manager

Banco Bradesco

Feb 2015 - Sep 2017 (2 years 8 months)

- Demonstrated expertise in portfolio management, overseeing a diverse clientele of 700 high-net-worth individuals exclusively in the Exclusive segment with incomes surpassing \$4,000.00 (Four Thousand Reais).
- Exemplary management of high-income customers, providing tailored assistance, resolving challenges, and offering comprehensive financial and investment guidance.
- Proactively advised clients on a wide array of investment products, including Certificates of Deposit (CDBs), Mutual Funds, Pension Plans, LCI (Letra de Crédito Imobiliário), and Savings accounts. Proficiently conducted product presentations and sales, promoting bank offerings such as insurance and mortgage loans.
- Successfully led client prospecting initiatives, expanding the customer base and contributing significantly to business growth.



Front Desk Attendant

Banco Bradesco

May 2012 - May 2015 (3 years 1 month)

Engaged in daily tasks involving the seamless initiation of new accounts, dedicated customer service delivery, and the proactive promotion of diverse banking products. This routine encompasses the welcoming of new clients into the banking fold, addressing their inquiries, and presenting them with tailored financial solutions, ensuring their financial needs are met efficiently and effectively.

Education



Instituto Infnet

Postgraduate Degree (Specialization) (Bootcamp), Information Technology

Jan 2021 - Dec 2021

Completed an intensive 22-week Bootcamp program, marking the beginning of my journey into the IT field.

Engaged with a diverse set of technologies, including:

- HTML5 and CSS3, fundamental for web development and design.
- Bootstrap, enabling me to create responsive and user-friendly web applications.
- JavaScript, empowering me to build interactive and dynamic web solutions.
- React JS, providing the skills to craft modern and engaging user interfaces.
- Node.js, a versatile runtime environment for server-side scripting.
- Express.js, a framework for developing efficient web applications and APIs using Node.js.
- MongoDB, a NoSQL database for effective data storage and retrieval.

Successfully applied these technologies to complete practical projects, gaining valuable hands-on experience.

Developed a strong foundation in IT, encompassing both front-end and back-end development aspects.

Eager to begin my career in IT, applying the skills and knowledge acquired during the Bootcamp to contribute to innovative projects and further my growth in the field.



Universidade Paulista

Bachelor of Business Administration

2011 - 2014

During my graduate course in "Bachelor of Business Administration," I acquired a comprehensive skill set that encompasses various facets of effective management and business administration. This program equipped me with the tools and knowledge needed to excel in roles where strategic thinking, problem-solving, and leadership are paramount.

I honed my ability to plan, organize, and execute projects and processes, emphasizing efficiency and productivity. Furthermore, I developed a keen analytical mind, enabling me to assess and diagnose complex managerial challenges and provide expert consultancy within the realm of administration.

One of the highlights of this course was my capacity to analyze diverse business scenarios, regardless of the size or industry of the company, and to interpret data critically. This proficiency proved invaluable in supporting decision-making processes and enhancing my strategic acumen.

I also gained experience in executing and evaluating projects, continually seeking opportunities for improvement. In addition, I learned how to define marketing strategies by assessing competition, and how to manage budgets effectively.

Furthermore, this course emphasized leadership, team coordination, and the development of business plans, all of which contribute to organizational success. My focus on promoting profitability and competitiveness within the corporate world rounds out my holistic understanding of management. This educational background has equipped me with the skills and expertise to excel in roles that demand a strategic, analytical, and solution-oriented approach to business management and administration.

Ambima CPA-10

Investment Specialist certificate, CPA 10

2015 - Present

CPA-10 is intended for professionals who work in the distribution of investment products in bank branches or service platforms.

Licenses & Certifications



Web Design - Origamid



MTA: Software Development Fundamentals - Certified 2022 - Microsoft

Skills

Problem Solving • Quality Assurance • Quality Control • Time Management • Interpersonal Communication • Management • Bank Management • Financial Analysis