

Andre Ferreira

Trilingual Customer Support Analyst | Service Now

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WORK EXPERIENCE

TRILINGUAL CUSTOMER SUPPORT ANALYST

Stefanini / At Kraft-Heinz Operation

Sao Paulo, Brazil

Dec. 2023 – Mar. 2024

- Providing IT solutions for Kraft-Heinz employees from Brazil, Chile, Costa Rica and USA.
- Answering phone calls and Emails to open new tickets using Service Now platform.
- Resetting customers password and unlocking accounts using Windows Active Directory.
- Contributing to a positive team environment by working collaboratively with my team.

TRILINGUAL INSTRUCTOR

Brazil Missionary Training Center

Sao Paulo, Brazil

Nov. 2021 – Oct. 2023

- Leading over 350 volunteers from Latin America, United States and in several areas of Europe.
- Conducting daily training meetings, follow up on goals, and teaching them how to develop soft skills.
- Providing training in individual communication, problem-solving, and working strategy skills.
- Planning, organizing, and teaching workshops on goal setting, relationship building, and teaching skills.
- Providing daily language training in Portuguese, Spanish and English.

EDUCATION

LEADERSHIP CERTIFICATE & CODING BOOTCAMP

Cumorah Academy

Naceradec, the Czech Republic

Apr. 2024 – Present

- Teamwork, Leadership, Public Speaking, Soft Skills
- Personal Finances, Conflict Resolution, Career Development
- Web Development in HTML, CSS and JavaScript

ASSOCIATE'S DEGREE IN CYBER SECURITY

Faculdade de Informática e Administração Paulista

Sao Paulo, Brazil

Jul. 2022 – Present

- Forensic Analysis, Cryptography, Steganography, Linux
- Security Information Management, Ethical Hacking

SKILLS

- Active Listening, Solving Problems and Conflict Resolution
- Native Portuguese, Fluent in Spanish, English C1 Level
- Communication, Leadership and Public Speaking
- Time management, Accountability, Teamwork
- Customer Service, Sales, Negotiation