

# ARTHUR LEITE DUARTE

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## SUMMARY

A professional with **high adaptability to new software** and a strong background in **retail, customer service, and communication**. Skilled in managing digital tools and computer applications, with a **positive approach** to customer interactions.

## EXPERIENCE

### Junior Server

Feb 2024 - Present

Infinity Convention Centre, Ottawa

- Improved communication skills by effectively **resolving customer issues in a fast-paced environment**.
- Demonstrated meticulous **attention to detail** in event setup, ensuring precision and quality.
- Collaborated **proactively in both independent and team settings**, contributing to smooth operations

### Content Developer

Dec 2022 – Jan 2024

Freelancer, Brazil

- Analyzed digital marketing campaign records using **Excel**, ensuring **accurate tracking and reporting** of important data.
- Maintained positive client relationships to **strengthen customer service skills**.
- Resolved client concerns and issues, demonstrating **problem-solving skills** and maintaining client trust and satisfaction.

### Retail Associate

Sep 2021 - Aug 2023

Mimosura Moda Infantil, Brazil

- Utilized **MS Office** to improve organizational and technical skills by updating and tracking **financial and marketing spreadsheets**, leading to accurate record-keeping and data management.
- Managed the company's WhatsApp **sales process**, guaranteeing efficient and seamless transactions
- Greeted guests and efficiently transferred them to the appropriate salesperson.

## EDUCATION

### Web Development & Internet Applications Diploma

Sep 2023 - Present

Algonquin College, Ottawa

- GPA 3.75 | Dean's Honors List.

## VOLUNTEER AND CO-CURRICULAR ACTIVITIES

### Peer Mentor

Jan 2024 - Present

International Education Center, Algonquin College, Ottawa

- Assisted international students in acclimating to a new cultural environment, creating a sense of community and belonging.

## CERTIFICATES

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### **Wavemakers Program**

Aug 2024

Wavemakers

- Virtual reality career-building program, gaining future-proof skills, professional networking, and digital credentials supported by the Government of Canada.

### **Excel Essential Training (Microsoft 365)**

Jul 2024

LinkedIn Learning