



# ARTHUR F. M. SANTOS

Import Expert

## Contact

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## Skills

**Portuguese (Brazilian)**



**Spanish**



**English**



**Excel**



**SQL**



**Python**



**JavaScript**



**CSS**



**HTML**



System Development student and Journalism graduated, working as Import Expert at Doctoralia España. Over two years experience with SaaS and Marketplace, excelent ability on problems solutions, improving customer satisfaction, and driving overall operational improvements.

## Work History

### Import Expert - Doctoralia España

2021-05 - *Management and manipulation of big databases to generate specific formats, necessities to new clients implementations. Process organization and maintenance to guarantee data protection and information quality in company system.*  
Current *Contacting with all involved teams, keeping the process flowing to ensure that every step works as the company standards, and training new import members.*

### Data Analyst - Doctoralia Brasil

2021-03 - *Improve data analysis for Marketing, lead generation and DP*  
2021-05 *phone operations, update and maintenance of workflows to optimize data collection. Keep and improve operation control, goals update and team commission standard.*

### Support Analyst - Doctoralia Brasil

2019-09 - *Provide support for employees and users with doubts, bugs corrections with scripts on SaaS, Marketplace and financial system. Report weakness, find solutions to prevent bugs, and notify developers about necessary corrections by Jiras. Data report creation and analysis based on Support and Customer Success actions and needs.*  
2021-03 *Helped client migration service improvement on support side actions, changing the avarege time from +20 working hours to 4 working hours.*

### Customer Success Analyst - Doctoralia Brasil

2019-04 - *Assist health professionals from Chile by phone and email. Made usability training and helping them with platform issues, setting the environment for new clients and keeping track of their needs.*  
2019-09

### Trilingual Call Center Agent - Sykes Brasil

2018-09 - *Manage corporate cards requests in English, Portuguese and Spanish. Credit card limit increase, account information update, customer care requests verification and account maintenance.*  
2019-04

## Academic background

### 2020-01 - Technology in Systems Analysis and Development

2022-06 *UniCesumar - Curitiba, PR, Brazil.*

### 2013-01 - Bachelor Degree in Journalism

2017-12 *Universidade Metodista de São Paulo - São Paulo, SP, Brazil.*

## Extracurricular activities

2022-01 - *Front-End Engineering at EBAC*  
2023-01

2020-07 - *Java Web Application Development course at Universidade Estadual do Ceará*  
2020-09

2020-05 - *Java Object-Oriented Development course at Universidade Estadual do Ceará*  
2020-07

*I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2015, item 2135 as amended.*