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WORK EXPERIENCE

Swappie Oy | Helsinki, Finland | **Mar. 2021 – Present**

Swappie is a leading online retailer specializing in refurbished smartphones, ensuring high-quality and sustainable technology solutions for customers.

Team Leader, Senior Customer Service Specialist

- Led a team of customer service specialists, ensuring high performance and team cohesion.
- Managed and resolved complex support tickets, significantly improving customer satisfaction.
- Developed and implemented efficient workflows, enhancing operational efficiency and service delivery.

Sol Palvelut Oy | Helsinki, Finland | **Oct. 2011 – Feb. 2021**

SOL is a prominent service provider in Finland, offering comprehensive cleaning, facility management, and support services.

Service Supervisor & Team Leader

- Supervised a team of cleaning staff, ensuring high standards of service and operational efficiency.
- Implemented process improvements and optimized team performance through effective scheduling and resource management.
- Negotiated service agreements and managed payroll operations.

Mobbit Systems Comunicação Digital & DoisBR | Lisbon, Portugal | **Jan 2008 - Sep 2011**

Mobbit Systems and DoisBR are partner companies providing comprehensive IT support and network solutions, including advanced telecommunications services.

Customer Support Specialist & Help Desk Specialist

- Supported the National Bank of Portugal's network infrastructure, handling DNS, DHCP, and VPN-related tickets.
- Provided second-line technical support, resolving escalated customer issues and conducting training sessions.
- Assisted in the implementation of network security measures, ensuring robust and secure operations.
- Collaborated with clients to implement technical solutions, ensuring seamless integration and functionality.

EDUCATION

- **Universidade Aberta** - Enrolled in Bachelor's Degree in Computer Engineering

CERTIFICATIONS, SKILLS, & INTERESTS

→ **Certifications**

- Lean Six Sigma Black Belt (ICBB), GoLeanSixSigma.com - Issued Jun 2024
- LE-1: Linux Essentials, Linux Professional Institute (LPI) - Issued May 2024
- AWS Certified Cloud Practitioner, Amazon Web Services (AWS) - Issued Apr 2024
- Cisco Certified Network Associate Routing and Switching (CCNA), Cisco - Issued May 2014

→ **Skills** - Proficient in Windows, MacOS, and Linux operating systems; knowledgeable in network principles and cloud services with AWS; extensive experience in customer service, including support ticket management and team leadership.

→ **Interests** - Technology (cloud computing, networking, AI) Orienteering Runner; Motorcycling; Sports; Seinfeld