

Clayton Barrozo de Oliveira

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Profile

Summary

Bilingual (Portuguese and English) professional, currently doing a Masters in Qualifier in Computing Science (Data Analytics). I am presently working as SharePoint Administrator, this role involves, Quality Audits, SharePoint Data Management, Workflows, Supporting and Training Other Departments users with their SharePoint.

Education



Master Qualifier in Computing Science, in progress
Dublin Institute of Technology
Dublin, Ireland (2017 – 2020 - expected)



BA in Business Management,
University of Wales / Galway Business School
Galway, Ireland (2010 – 2014 – 2.2)



APA Professional Certificate in Insurance,
Insurance Institute Ireland (2016)



Front-End Developer Nanodegree,
Udacity, online -- www.udacity.com (2017)

Experience

Operations Support – SharePoint Administrator | Allianz Worldwide, Ireland |
January 2015- Present

- Working with tickets and SLA
- Workflow management
- End User support through one to one or by group
- Work close with our Developers in France and India
- Work with other developers in an Agile methodology
- DCJ Project – Price List Analysis, Data Management and UAT
- Provide SharePoint training and support within my department and other departments [Operations, IT, Finance, China and Dubai office].





Medical Services Coordinator – 24/7 Shifts | Allianz Worldwide, Ireland | January 2015- Present

- Entering treatment guarantees into the system. Checking policies for coverage and completing treatment guarantees up to authorization stage
- Following up on outstanding cases by e-mail and telephone
- Reviewing the work queues and preparing for distribution and system management
- Assisting in the processing of treatment guarantees. Acting as a point of contact for helpline and Providers
- Assisting Medical Advisors to process Treatment Guarantee's
- Responsible for the email audits for the team
- Point of contact for the IT issues for the department
- Maintain and build effective working relations with Allianz Global team in China, Dubai, India and Paris.
- Introduced and developed SharePoint in the medical department. Oversee and update it daily and resolve any issues that arise.

Multilingual Customer Service Associate – 24/7 Shifts | Google / Accenture, Ireland | September 2014 – December 2014



- Providing first level phone and online support for Account Recovery Investigation Services for BTC and BTB Google clients. Average of 15 to 20 calls per night
- Helping the account owner by establishing if a claim is legitimate. Review claim based on a set of rules that indicate whether the claimant is the legitimate owner of the account.
- Reject illegitimate claims by identifying suspicious signals
- Collect all the information from the user and escalate it to the technical team
- Providing Quality resources to resolve Client user's' account problems with excellent chat and email support
- Emphasis on driving high Customer Satisfaction and Resolution
- Collaboratively sharing feedback through appropriate channels related to tools, processes, or systemic user/product issues
 - o **Achievements:** Won the Innovation award from the department by creating a feedback system in excel.

IT & LANGUAGES SKILLS

- Python - Basic
- HTML & CSS
- JQuery
- JAVASCRIPT
- MySQL
- SHAREPOINT 2013
- VBA - Basic

- Word
- Excel
- Outlook
- Access
- PowerPoint
- InfoPath

- Portuguese - Native
- English - Fluent
- Spanish - basic

Reference Available upon request