

OBJECTIVE

- Customer Service Representative

SUMMARY OF QUALIFICATIONS

- Over 3 years of experience in customer service, including training, sales, tech support and customer care.
- I'm a problem solver, critical thinker with sense of urgency and ownership, friendly communicative, well organized, attention to details and work well under pressure.
- Available to work on shift schedules.
- Fluent in Portuguese (native) and English.
- Proficient in MS Office (especially Excel) and highly computer skilled.
- College Degree in Information Technology Systems.

RELEVANT EXPERIENCE

Exxon Mobil Brazil

IT HelpDesk Analyst

2008 – 2009

- Managed helpdesk over 100+ requests by telephone and e-mail for Exxon Mobil employees in Americas, Africa, Europe and Japan.
- Improved customer communication with the support team reducing the issue resolution time by 15%.
- Always acted proactively, providing options, contacting the correct resolution team and updating the process manual, resulting an increase of customer satisfaction by 30%.

Renault Brazil

Customer Service

2000 - 2003

- Responsible for attending over 90+ calls from external clients requiring information regarding vehicle maintenance, basic operations, potential issues and recalls.
- Retriving customer information, presenting relevant product information and solutions, increasing costumer satisfaction by 30%.
- Memorized the procedures for each type of products, reducing time of attendance by 45%.
- Keep in constant attention to feedbacks which improved my attendance quality by over 50%.

PROFESSIONAL EXPERIENCE

LDS - Self Reliance

Regional Self Reliance Manager

2015 – present

- Implement self-reliance projects in the states of Paraná, São Paulo and Santa Catarina (Brazil). Improving the quality of life of over 3000 people through education, job placement, entrepreneurship and other initiatives.

- Develop relationships with senior business, educational, financial, government and community leaders increasing resources by 50%.
- Manage and support 20 Self-Reliance Centers by providing staff and volunteer training for daily activities.
- Keep in constant communication with local leaders, which improved training quality by over 80%.

HSBC Global Technology Brazil

Project Portfolio Manager

2010 – 2015

- Overall project manager responsible for risks, costs, scope and schedule management. Ensure project realization is aligned with goals and company strategy.
- Increased resource allocation efficiency by 40% through project realignment and balancing.
- Improved team project performance by more than 40% through role clarification and training.
- Decreased information leaks by over 10% by implementing business operational process and internal controls.

Gloves Informática Brazil

Project Leader

2010 (one year contract)

- Managed the development of a Geographic Information System for political campaign.
- Developed and implemented the training process for 100 users, increasing the product acceptance.
- Planned the infrastructure implementation to support all political campaigning systems and data transfer.
- Managed the development process from specification through implementation, delivering on-time, within scope, and under budget.

Caterpillar Brazil

Operations and Service Coordinator

2003 – 2007

- Managed and coordinated a corporate quality and continuous improvement program in 8 Caterpillar branches in the South of Brazil.
- Provided support by training, identifying misalignments and updating the procedures, performing audit improving quality ratings from a 0 to a maximum rating of 5 stars.
- Improved distribution of information and better aligned operations with corporate strategy by developing and implementing a communication plan and status report.

EDUCATION

- College Degree in Information Technology System - 2003 to 2007 – OPET University.