ERICA FERNANDES ANFILOQUIO

E-mail me: **ericafanfiloquio@gmail.com**
Calls: **+356 99613218**

LinkedIn: https://shorturl.at/ly2Zb
GitHub: https://shorturl.at/Pc67J

PROFESSIONAL EXPERIENCE

Quality Assurance Engineer with background in Customer Service
Built on a strong background in analyzing and resolving challenges, I thrive on clear and effective communication with both customers and team members. My attention to detail and passion for ensuring quality drive me to improve processes and embrace agile methodologies like Scrum. Skilled in prioritizing tasks strategically, I manage time efficiently and consistently deliver results, in remote or on-site work settings.

LANGUAGES

Portuguese - Fluent/Native | English - Advanced C2 | Spanish - Basic to Intermediate

QA Engineer Junior - Part-time   **01/2025 - current**
Pipoca Ágil - Brazil (remote)

- Ensuring software quality working in an agile environment, following Scrum processes.
- Designing and executing test scenarios and test cases (manual testing); reporting evidence on Jira.
- Documenting bug reports on Jira.
- Automation end-to-end (E2E) using JS language with Cypress and Visual Studio Code for code editing.
- Back-end test using Postman.
- Contributing to the team's continuous improvement: analyzing requirements, understanding points for improvement, being active in meetings, ensuring with the team the quality of our product and the best user experience.

Sales Support (Container Sales Trading)   **08/2024 - present**
Active Resources - Containers Division - Malta

- Manage customers' inquiries via online sales platform (Xchange), e-mails and phone calls.
- Maintain good relationships with customers, suppliers, and other intermediaries.
- Maintain accurate data and clients' information on a database.
- Provide support for logistics processes at depots and port terminals, ensuring that customers receive their products as agreed and on time.
- Lead Generation: Identify and qualify potential clients globally and be the communication key between suppliers and final customers.

Customer Service Specialist   **09/2023 to 08/2024**
Routine Cleaners - Waterbury, CT, EUA (Remote)

- Delivered tailored customer service experience via online chat, e-mails and calls.
- Proactively looked for effective solutions to eventual complaints, minimizing process failures while assisting customers' needs.
- Collaborated in identifying points for improvement on lead's conversion, by analyzing metrics on Google Business (reviews, unresponsiveness from the client).

- Organized my daily work with Trello; Used Jobber CRM to manage client's data and historic.

Export Operations Coordinator   **10/2021 to 05/2022**
Santa Luzia Industry - SC, Brazil

- Managed customer communications, tracked end-to-end processes, and resolved operational issues, ensuring compliance and minimizing errors
- Conducted data analysis using Excel, creating and maintaining organized and accurate systems, strengthening my attention to detail and analytical skills
- Prepared and reviewed critical documents, such as invoices and shipping papers, focusing on accuracy and compliance, ensuring quality in administrative processes

Customer Service Specialist,   **03/2017 to 09/2021**
Effisa Machinery Industry - SC, Brazil

- Collaborated with the IT team to automate processes and optimize ERP systems integrated with SAP, achieving a 50% increase in productivity
- Developed and maintained databases using advanced Excel skills, improving the accuracy of reports and documenting the processes
- Worked closely with the finance and engineering departments to deepen product knowledge and provide tailored solutions
- Oversaw export logistics processes, including the issuance of invoices and shipping documents, ensuring compliance and organization throughout the process

TOOLS

HTML | CSS | JavaScript Foundation | Cypress | Microsoft Suite | Trello | QuickBooks | Microsoft Excel | Slack | Notion | MS Teams | Zoom | Customer Support | Postman

VOLUNTEER

Between May 2022 and September 2023, I participated in several volunteer projects across various countries in Europe - Portugal, England, Scotland, and the Netherlands - as well as in North Africa, specifically Morocco. The projects were primarily focused on management within the hospitality sector.

EDUCATION

Quality Assurance Engineer | LumeStack
11/2024 – current

Bachelor Degree International Relations | Universidade do Sul de Santa Catarina - Brazil
03/2014 – 08/2018