



MILLENA SANTOS

Portuguese, brazilian

27/01/1998

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SKILLS

- Microsoft Office Word
- Microsoft Office Excel
- Microsoft Office PowerPoint
- Leadership and soft skills
- Adobe Photoshop
- Ability to work under pressure

ACHIEVEMENTS

Best quality control improvement which highly contributed during a critical time - Procter and Gamble, 2017.

Recognition for leadership and doing the right decision regardless of the circumstances - Procter and Gamble, 2018.

PROFESSIONAL EXPERIENCE

Technical Specialist

Apple UK | June 2018 - May 2019

- Strong ability to provide support to employees in the best and fastest way possible while following a strict internal compliance regulation;
- Quickly learned procedures and methods to assist effectively customers by recognizing their needs and visualizing solutions under the Company's policies;
- Supervised a group of employees by evaluating their calls and providing feedback in order to accomplish the targets set by Apple.

Microbiology Lab Technician - Internship

Procter and Gamble, P&G | August 2017 - March 2018

- Responsible for the lab's organization, control of supplies and water and air flow sampling;
- Analysis of water, air flow, raw material and the main product (toothpaste) under the Company's specifications and government policies;
- Efficiency in creating Excel sheets to strictly monitor the analysis results;
- Asset management.

SUMMER INTERNSHIP

Qualy Labs | Summer 2017

- Billing clients
- Taking calls
- Organizing the manager's schedule
- Seeking new clients
- Creating budgets for the Company's services
- Assisting co-workers working on the street
- Booking appointments

EDUCATION

High School degree

IFRJ | 2013 - 2017

-A specializing course of chemistry within the degree

FCE - First Certificate of English

University of Cambridge | 2015

Higher Education - Software Engineering

University of Minho | 2020 -Present