

Gabriel Alves

Orlando, FL 32839
gahftw@hotmail.com
+1 407 920 0752

Professional Summary

Results-driven professional with 10 years of experience in customer service, operations, and team leadership, currently pursuing a Bachelor's degree in Computer Science to transition into a career in data analytics. Brings a strong foundation in efficiency, communication, and problem-solving, with proven success in analyzing data, preparing reports, and implementing process improvements to boost performance and customer satisfaction. A proactive team player with a positive and outgoing demeanor, bilingual in English and Portuguese, and highly motivated to grow in the tech and data field.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative II/Teller

Banco do Brasil Americas-Orlando, FL

July 2023 to September 2025

- Handle high-volume cash transactions, withdrawals, and deposits for personal and business clients
- Conduct daily audits, reconcile drawers and vault, and manage branch funds with precision and accountability
- Serve as a key point of contact for escalated client issues, ensuring top-tier service and regulatory compliance
- Support digital banking issues, resolve account discrepancies, and process financial tickets efficiently
- Assist with branch operations including end-of-day balancing, audit prep, and compliance documentation
- Maintain accurate records for transactions and reports while following strict banking procedures and controls
- Deliver bilingual service in English and Portuguese, fostering trust and building strong client relationships

Sales Specialist

Lacoste-Lake Buena Vista, FL

January 2022 to June 2022

- Delivered exceptional customer service by providing product information and assisting customers with purchases, resulting in a 4% increase in sales
- Developed strong customer relationships to increase brand loyalty and drive repeat business
- Maintained expert knowledge of all Lacoste products, including register operations, to effectively meet customer needs
- Managed inventory in the back-of-house to ensure optimal stock levels for the sales floor

Service Technician/Operations Analyst Assistant

CONSTRUEMAX & DISASTEX-Orlando, FL

February 2020 to December 2021

- Oversaw emergency restoration and disaster recovery projects, leading field crews across multiple U.S. states during hurricane deployments and high-risk environments
- Conducted on-site assessments, coordinated project logistics, and supported daily operations from initial setup to final job close-out
- Performed demolition, mold remediation, painting, and structural drying using commercial-grade equipment and safety procedures
- Acted as the bridge between field teams and management, providing updates, resource requests, and progress reports
- Maintained detailed documentation including job site sketches, damage reports, and client sign-offs using MICA software
- Assisted in planning and executing operational strategies to ensure workflow efficiency, timely delivery, and customer satisfaction
- Trained new team members on safety procedures, equipment use, and restoration standards in both residential and commercial settings

Customer Service Specialist II

Builderall-Orlando, FL

January 2018 to January 2020

- Resolved customer concerns and drove sales by addressing inquiries and offering potential solutions
- Facilitated customer communication by responding to questions regarding sales, prices, and upcoming company changes
- Conducted evaluations of customer information to develop solutions and maintain high-quality service
- Provided management with customer feedback to improve service delivery and enhance customer experiences
- Promoted superior experience by addressing customer concerns, demonstrating empathy and resolving problems swiftly
- Demonstrated technical expertise troubleshooting and problem-solving for clients with installed equipment/system issues
- Facilitated customer support by investigating and resolving complaints to ensure satisfaction
- Developed tutorial videos to educate clients on product usage and worked on translation projects from English to Portuguese
- Offered support and Training in both English and Portuguese

Lobby Ambassador

Azul Airlines (MCO)-Orlando, FL

January 2017 to December 2017

- Greeted arriving visitors, determined nature and purpose of visit and directed individuals to appropriate destinations, demonstrating strong communication and customer service skills
- Accomplished special objectives and projects according to requests from board members, showcasing ability to manage and prioritize tasks
- Assisted with lobby organization before flight and check-in, demonstrating attention to detail and ability to work in a fast-paced environment

Bank Teller

Education

Computer Science (Bachelor's degree)

Full Sail University-Winter Park, FL

October 2023 to Present

Graduating in February 2026.

Recording Arts And Show Production (Diploma)

Audio Recording Technology Institute-Orlando, FL

November 2019

Skills

- Professional Customer Support Experience (10+ years)
- Quality assurance (1 year)
- Logistics
- Record keeping
- Equipment troubleshooting
- Multitasking
- Time management (5 years)
- Computer proficient (10+ years)
- Translation (1 year)
- Microsoft Office (10+ years)
- KYC
- Technical troubleshooting support
- macOS
- Customer identification program (CIP)
- Sales (3 years)
- Software support
- Windows
- Operating systems
- Customer complaint resolution
- Upselling
- Cross-selling
- Data entry
- Data management (2 years)
- Staff education and training (1 year)
- Technical support
- Customer inquiry handling
- Word processing
- Construction (2 years)
- IT support
- Supervising experience (1 year)
- Computer literacy
- Analysis skills
- Data collection
- Complaint resolution (4 years)

Languages

- Spanish - Intermediate
- English - Fluent
- Portuguese - Fluent

Certifications and Licenses

Driver's License