

# Gabriel Alves

Orlando, FL 32839

[gahftw@hotmail.com](mailto: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**

Bilderall-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**