

Gisele Pereira de Souza

Receptionist and RSA certificated

Last update: February 2, 2024

Up-to-date version of CV is available at
<https://giseleps.github.io/cv-template>

Receptionist ●●●● RSA ●●●● English ●●●●

I am a passionate receptionist with vast professional experience, I have demonstrated achievements in delivering excellent customer service practices. I am highly skilled in engaging and collaborating with a broad range of internal (cross-functional teams) and external stakeholders and am highly productive through proactivity and strong organisational skill.

Professional Experience

Nov 2022 - Jun 2023

Rydes Sydney Airport - Housekeeper

Room Attendant

organisation cleaning client

Abr 2016 – Nov 2016

Nova Piramidal Thermoplastics - Relationship Coordinator (Contract)

Addressed online support desk and phone tickets, by inserting orders into the ERP system from field sales representatives. Managed support requests within the company's service level agreement, by ensuring all the tasks were completed timely and with quality. Created supported materials for training sessions to ensure standard procedures were followed when opening online tickets. Communicated with all clients weekly to provide regular updates on orders by email and phone calls

negotiation client

Mar 2013 - Jan 2016

Ramos and Zuanon Lawyers - Administrative Assistant

Purchased stationery for the office, and administered all the company suppliers' contracts, ensuring they were renewed on time and that they were achieved securely and in an organised manner. Received and sent correspondence, mainly accounting documents for monthly balance, ensuring they were sent on time. Assisted the accounts payable/receivable by issuing invoices to customers, performing bank reconciliation, and administering petty cash.

receptionist facilities accounts

Mar 2013 - Nov 2013

Residence

🏠 [Miranda - NSW](#)

Email

✉ gisele.pereira.souza@gmail.com

Top Service (GPS Group) - Receptionist (Contract)

Managed visitors, scheduled meetings, answered incoming calls and queries where possible. Supported the office management, by developing monthly costs reports on deliveries, taxis, and phone bills. Set up and cleaned up the boardroom/meeting room following all internal staff and client meetings. Printed, scanned, photocopied, and provided any office assistant and general support of office team needed.

Microsoft office

Mar 2012 - Nov 2012

Stock Broker Investments S/A - Operational Assistant (Contract)

Answered incoming calls from customers, providing support and solving doubts. Educated customers via online chat to use the home broker system and negotiations platforms.

Achievements: Started as a receptionist and after 3 months was promoted to Operational Assistant.

Microsoft office

Nov 2011 – Jan 2012

Process Outsourcing Services and Technology (Tivit) - Administrative Assistant/Receptionist (Contract)

Managed monthly costs of taxis and correspondence courier, and prepared documentation for invoicing. Performed general office management tasks, organised reception area, quoted office materials, answered calls, dealt with the maintenance of the office.

Apr 2011 – Nov 2011

Alpha Shopping - Concierge Attendant

Provided information for customers on directions and any doubts related to the centre. Answered phone calls, ensured customers were satisfied with the service.

Dec 2008 – Apr 2011

MC Donalds - Host

Greeted customers on arrivals, organised events/birthdays, checked client's satisfaction whilst they were having their meals. Performed general restaurant duties, cleaning, food preparation, serving meals and ensuring excellent customer service at all times.

Achievements: Started as an attendant and was promoted to host in one year.

Education

TAFE, RSA (Responsible Service of Alcohol) [Nov 2023]

TAFE, AMEP (Adult Migrant English Program) [Since April 2023]

Certificate in Business English, Sydney College of English [2019]

Certificate in Accounts Payable Management, SENAC Business School [2016]

Diploma of Marketing, UNIP University [2013]

Advanced Excel Course, SENAI Technical Business School [2012]

Additional Experience

Volunteer Work - Mardi Gras Parade 2021

Acted as the official liaison and emergency contact between the entrant group and the event organiser, wearing the accreditation provided by the parade, and ensuring that the participants did not intentionally cause the parade to stop.

Ensured safety of participants by remaining within the entry and vehicle areas throughout start marshalling, parade route and end pack down area.

theater

play