

# Gustavo Corchog Vasconcelos Serafini

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Full Australian Working Rights

## PROFESSIONAL PROFILE

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I am an enthusiastic and motivated professional, passionate about the commercial and sales areas, with proven experience offering efficient solutions for customer service. I'm recognized by the ability to take on the customer issues in order to track pending requests and escalate issues when necessary. I stand out for the capacity to analyse customer issues so as to develop tools and processes to increase customer satisfaction, contributing to business growth. I also have proven experience to assist with comprehensive administrative activities, contributing to the best daily flow of office activities. I'm looking for a job opportunity where I can connect my technical skills to new challenges. With a sense of urgency and focused on results, I can significantly contribute to your team's success.

## KEY EXPERIENCE

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- Demonstrated performance developing and implementing initiatives to improve customer services.
- Solid ability to analyse and summarize customer issues in order to prepare appropriate solutions and clarifications to respond to customers, delivering prompt and professional solutions.
- Excellent experience maintaining relationships with other internal departments as well as client base to improve business performance.
- Experience conducting training to customers and internal staff on company products and services.
- Strong knowledge of administrative processes, managing and organizing information, documents, mails, contracts, files to bring greater agility to the daily office work flow.
- Experience updating customer database, by monitoring accuracy of information entries.
- Knowledge in finance, accounts payable and receivable (billing processes), reconciliations, expense analysis, control reports, risk analysis, receipt guarantee and KPI management.

## KEY SKILLS

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- Exceptional organizational skills, able to bring greater visibility to the entire work team.
- Excellent negotiation skills enable me to persuade and influence people.
- Great attention to detail and analytical mindset, which help me to solve problems strategically.
- Exceptional communication and interpersonal skills, able to develop strong relationships with clients.
- Time management abilities, high level of initiative and motivation.
- High accuracy and ability to prioritise and meet deadlines, as well as define and achieve goals.
- Proficiency in Excel, Word, Power Point, Access e Internet.
- Fluent English | Native Portuguese

## EDUCATION

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- **Bachelor Degree in Business Administration** | Nove de Julho University (<https://www.uninove.br>), Brazil (2012).

## PROFESSIONAL EXPERIENCE

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### CRANE GVAS PTY LTD | AUSTRALIA (2017 TO CURRENTLY)

#### POSITION: COMMERCIAL MANAGER

- Responsible for prospecting customers, attracting new service contracts in the construction industry.
- Liable for ensuring complete customer satisfaction through a differentiated relationship and excellent service.
- Hire and train staff according to customer needs.

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## AYMORE FINANCIAMENTOS | BRAZIL (2007 TO 2015)

Currently part of the large Santander Bank | <https://www.santander.com.br/>

### POSITION: ADMINISTRATIVE ASSISTANT

- Accountable for carrying out billing processes, leading and training of the work teams.
- Responsible for developing administrative activities, ensuring the effectiveness of the daily workflow.
- Provide administrative support to managers and directors, issuing management reports to assist in decision making processes.
- Offer permanent support to commercial activities.

### MAIN ACHIEVEMENTS:

- I was responsible for representing the company in car sales dealerships, analysing customer profiles to free up credit for auto finance.
- I provided training for large law firms on sustainable billing, reducing default.

## TELETECH BRASIL SERVIÇOS LTDA | BRAZIL (2006 TO 2007)

<https://www.ttecjobs.com/>

### POSITION: SENIOR CUSTOMER SERVICE SPECIALIST

- Provide differentiated customer service using the best communication techniques.
- Ensure complete customer satisfaction by clarifying doubts, resolving complaints and effectively meeting demands.
- Update customer data in the system, ensuring the integrity of information.
- Perform general administrative activities, such as files, correspondence and documents management.

### KEY ACHIEVEMENT:

- I was responsible for using customer service data, observations, market trends, and reports to get a clear picture of the department's operations in order to present alternatives to improve service, which increased customer satisfaction index by 35%.

## CAIXA ECONÔMICA FEDERAL | BRAZIL (2004 TO 2005)

Large Brazilian public financial institution | <https://www.caixa.gov.br/>

### POSITION: CUSTOMER SERVICE ANALYST

- Responsible for analysing and summarizing customer issues in order to prepare appropriate solutions and clarifications to respond to customers, delivering prompt and professional solutions for completely customer satisfaction.

### KEY ACHIEVEMENT:

- I was part of a motivated team of professionals working to develop and implement initiatives to improve customer services, contributing to a 42% decrease in the rate of complaints.