

Gustavo de Sa

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EXPERIENCE

Print and Marketing Associate — Richmond, BC - Staples

DEC 2019 - PRESENT

Assisting customers with printing, copying and scanning procedures, information about company policies to ensure the client satisfaction and experience

Setting-up digital files by using different techniques (CMYK, resizing, dpi changes and brightness) to meet customer's needs.

Engaging with customers and understanding their needs to provide the best finishing services for their respective projects (flyers, posters, presentations, banners, booklets).

Troubleshooting and maintaining laser and wide-format printers, automatic cutters, binding machines and stamp makers to guarantee the best workflow in the store.

Volunteer Administrative Assistant, Vancouver, BC — Fans Of Vancouver Tours.

MAY 2019 - DEC 2019

Assisting in the company's mobile app development by preparing a detailed report with the specific features that will be included in the application.

Helping to establish the Standard Operating Procedure (SOP) to ensure the effective function of the company's processes.

Helping customers through email support, answering questions related to tours and providing solutions to any problems.

EDUCATION

Langara College, Vancouver, BC — Computer Studies Diploma

JAN 2021 - JAN 2023

Vanwest College, Vancouver, BC — Business Management Diploma

JUN 2019 - SEP 2020

SKILLS

Experience in Customer Service

Very comfortable with different operational systems and platforms.

Self-motivated to learn new things.

Multi-tasking and organizing skills.

Analytical skills.

Detail-oriented and task-oriented.

Great problem-solving skills.

Strong communication skills (verbal and written).

Javascript, Java, HTML, CSS, SQL and Node.js knowledge.

LANGUAGES

Portuguese (native)

English (fluent)