

Kamilly Higino dos Santos

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Profile

Results-driven professional with 6 years of customer support expertise, actively seeking a role as a B2B Technical Support Specialist. Proficient in Spanish and Portuguese, I excel in problem-solving, possess a keen interest in technology, and am known for my fast-learning abilities. Open-minded, committed to continuous improvement, and dedicated to ensuring an optimal customer experience. Exceptional communication and interpersonal skills contribute to effective collaboration with both clients and internal teams.

Education

Full-Stack Web Development July 2023 – Present.

Soy Henry, Remote, Argentina.

Full-Stack Web Development September 2021 – December 2022.

Trybe, Remote, Brazil.

English Language October 2023 – Present.

Language Lab, Rosario, Argentina.

High School February 2010 - November 2014.

Escola Estadual de Ensino Médio Ildefonso Simões Lopes, Osório, Brazil.

Average score: 8.75.

High school degree.

College January 2015 - October 2019.

Universidad Nacional de Rosario, Rosario, Argentina.

Average score: 7.

Medicine.

Not completed.

Work Experience

Customer Service Representative

Outtrip, Remote, England

July 2022 – Present

- Work as a full-time Customer Service representative in a Travel Tech company specializing in equipment rentals and adventure packages in Latin America, with a focus on Argentina and Chile.
- Collaborate in a team environment, engaging with potential clients, understanding their needs, and presenting information about products to facilitate purchases.
- Manage vendor relationships and contribute to the development of new clients.
- Conduct training sessions for new employees in customer service.
- Identify errors in processes and provide solutions to enhance workflow efficiency.

Project Manager Assistant

Taranis, Remote, Uruguay

December 2020 – February 2021

- Assisted an agroecoeconomics company as a freelancer for a fixed period.
- Prepared reports, followed up on projects, and managed project updates and notifications.
- Created and managed tickets for project-related tasks.

Retail Sales

Family, Capão da Canoa, Brazil

November 2010 – April 2019

- Worked with family in retail customer support representative roles.
- Supported people of various nationalities, learned effective communication, and resolved problems with different languages.
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Extracurricular Activities

Book Club & Movie Club in English

- Participated in a book club and movie club in English, enhancing language proficiency and cultural understanding.
- Engaged in discussions, shared perspectives, and explored various literary and cinematic genres.

Coding Club

- Actively participated in a coding club, collaborating with peers on coding projects, problem-solving, and staying updated with industry trends.
- Demonstrated commitment to continuous learning and skill development in the field of web development.

Projects and Assignments

Research on Brazilian Adventure Tourism Companies

- Conducted comprehensive research on Brazilian adventure tourism companies, exploring industry trends, key players, and market dynamics.
- Compiled and analyzed data to provide insights into the competitive landscape and potential opportunities for business development.
- Presented findings in a structured report, demonstrating strong research, analytical, and communication skills.

Skills

Task Management

Time Management

Team Collaboration

Communication

Problem-Solving

Multilingual Proficiency (Portuguese, Spanish, English)

Agile Methodology (Skillful)

HTML5 & CSS3

JavaScript

React.js

Responsive Web Design

Node.js

Express.js

PostgreSQL

Languages

Portuguese (First Language)

Spanish (Domination Language)

English (Intermediate - B1)

Personal Attributes

Detail-oriented

Proactive

Eager to Learn

Honest

Flexible