

PERSONAL INFORMATION

Nélia Ariane De Farias Rosendo

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WORK EXPERIENCE

01/03/2014–04/05/2019

Agency General Manager

Banco Itaú SA, São Paulo (Brazil)

Experience of 5 years in management of sales planning, prospecting of individual and corporate clients, overcoming of results and management of sales team, working in the areas of investments, credit and non-banking products such as capitalization, insurance, pension, credit card .

13/07/2003–01/05/2014

Bank account manager

Banco Itaú SA, São Paulo (Brazil)

Commercialization of products, attendance to the public, monitoring of goals, preparation of reports rendering of accounts and calculation of results. General knowledge of all banking routines. Personal portfolio management, high income public profile.

05/06/1999–05/07/2003

Service analyst

Service insurance, São Paulo (Brasil)

Experience in the clarification about insurance products and services, price and other sales information, pertinent to the commercialization. Acting in the conduction of problem solving in the sales process, denying doubts via telephone and e-m

EDUCATION AND TRAINING

05/09/2016–15/06/2019

MBA in Strategic Management of People

Foundation Getúlio Vargas, Sorocaba (Brasil)

02/02/1999–03/12/2002

Graduate in Business Administration -

Álvares Penteado School of Commerce Foundation, São Paulo (Brasil)

PERSONAL SKILLS

Mother tongue(s) Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Spanish	C1	C1	C1	C1	B1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

With experience in the commercial area of financial institution, both in the portfolio management of individual clients as well as companies. Performance of 5 years in management team sales of banking and non-banking products. Experience of 4 years in company providing insurance services, focusing on both insurance marketing and after sales and customer retention.

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Independent user	Proficient user	Independent user	Basic user	Independent user

Digital skills - Self-assessment grid