Leticia Azevedo

Smart Contract Developer

Over 3 years of experience providing technical support for crypto exchanges and SaaS platforms. Skilled in DeFi, resolving blockchain transactions, KYC issues, wallet integrations, and API-based tools. Currently expanding blockchain expertise through smart contract development and passionate about improving user experience.

CONTACT

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🌐 www.letiazevedo.com

in Linkedin

◎ São Paulo, Brazil

SKILLS

- Portuguese (Native), English (Fluent), German (Intermediate)
- Tools: Zendesk, Jira, Helpdesk CRM, LiveChat
- Support: Wallet integrations, KYC, on-chain analysis, DeFi, UX User Experience
- Technical: Solidity, Foundry, JavaScript, React.js, Next.js, Blockchain
- Fast Learner, User-focused, Problem Solving, Web3 UI

EMPLOYMENT HISTORY

Oct 2024 — Jan 2025
Brazil (Remote)

Support Specialist, Manychat

- Provided email-based support to global SaaS users, resolving issues related to automation workflows, integrations, and account setup.
- Helped users build and manage automation flows for social media platforms (e.g., Instagram, Facebook) using ManyChat's platform.
- Collaborated with internal teams to escalate bugs and user feedback.

Feb 2024 — Aug 2024
São Paulo, Brazil (Remote)

Senior Customer Service Agent, OKX

- Supported users with the OKX platform and OKX web3 wallet, KYC verification issues, deposits, and account management.
- Managed and resolved user inquiries via email and chat support, ensuring timely and effective communication.
- Worked extensively with Zendesk and Jira.

Mar 2023 — Oct 2023

Crypto Transaction Auditor, Binance

- Analyzed unprocessed cryptocurrency deposits originating from various blockchain networks.
- Conducted audits on relevant transactions for potential refunds.
- Monitored the volume of unresolved crypto deposit issues on the platform.

Nov 2021 — Mar 2023
São Paulo, Brazil (Remote)

Customer Service Representative , Binance

- Assisted platform users in understanding cryptocurrency trading and deposit procedures.
- Streamlined the account verification process for faster access.
- Offered users comprehensive information about available products and services.

EDUCATION

Oct 2024 — Present	Solidity & Foundry, Cyfrin Updraft
May 2023 — Aug 2024	JavaScript/React.js , Web Dev Simplified
Oct 2020 — Dec 2020	German Studies A2, DAA-Wirtschaftsakademie Düsseldorf
Jan 2019 — Jan 2019	English Language and Literature, General C1, Sprachcaffe Toronto
Feb 2015— Feb 2020	Architecture & Urbanism, Universidade Paulista