## **LUCAS VOLCOV**

#### INFO

#### PHONE

+447388263212

#### **EMAIL**

lucas.volcov@hotmail.com

#### NATIONALITY

Brazilian and Italian

#### LINKS

https://lvolcov.github.io/

#### SKILLS

Excel VBA

SQL

JavaScript

Python

C Programming

HTML & CSS

Forecasting

Financial Reporting

Bank Reconciliation

Microsoft Excel

Microsoft Office

### LANGUAGES

Portuguese

• • • • •

English

• • • • •

Spanish

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### PROFILE

Experienced financial analyst with great IT knowledge. Skills include programming, analytical thinking and creative problem-solving. Able to automate processes and increase productivity.

#### **EMPLOYMENT HISTORY**

## **Customer Care Advisor, Vodafone**

Manchester

Oct 2020 — Present

## **Universal Credit Helpline Advisor, Serco**

Manchester

May 2020 — Aug 2020

## **Customer Support Advisor, Booking.com**

Manchester

Aug 2019 — Feb 2020

## Financial Analyst, Santander Brazil Bank

São Paulo

Aug 2013 — Nov 2017

I was responsible for processing the information my team received from each bank product system, analysing if their results were accomplishing the forecasted targets and delivering reports to several internal departments.

As part of this position, it was my responsibility to find processes that could be improved in terms of efficiency and security of the number disclosed.

## **Accounting Assistant, Zabdi Accounting Solutions**

São Paulo

Jul 2010 — Aug 2013

General administrative support and accounting work as bank conciliation, tax calculation, buy and maintain a stock of office supplies, meeting coordination, room bookings, creation of presentations, filing, faxing and photocopying.

## **EDUCATION**

## **Bachelor degree in Accounting, FECAP**

São Paulo

2014 - 2017

NARIC comparability: RQF Level 6 / SCQF Level 10 / CQFW Level 6

## **Extended Certificate Administration, FECAP**

São Paulo

2010 — 2012

NARIC comparability: RQF Level 3 / SCQF Level 6 / CQFW Level 3

## COURSES

# CS50's Introduction to Computer Science, Harvard University

Jul 2020 — Sep 2020