

## Contato

00351 965195559 (Mobile)  
mauro.dgramos@gmail.com

www.linkedin.com/in/  
maurograndaoramos (LinkedIn)

## Principais competências

Root Cause  
Root Cause Analysis  
Voice of the Customer

## Certifications

API for Beginners  
ITIL 4 Foundation  
Javascript for Beginners

# Mauro Grandão Ramos

B2B & B2C Customer Experience | ITIL 4 Foundation Certificate |  
SaaS focus  
Lisboa e Região

## Resumo

I work with and for people, to bring value to everyone involved.

## Experiência

### Unbabel

#### Customer Happiness Spec

janeiro de 2019 - julho de 2023 (4 anos 7 meses)

Lisboa e Região, Portugal

- Resolving product or service issues by clarifying the customer's complaint.
- Determining the cause of the problem and explaining the best solution to solve the problem.
- Following up on the issues to ensure full resolution within SLAs.
- Preparing service reports by collecting and analyzing customer information.
- Identifying and assessing customers' needs to achieve satisfaction.
- Building sustainable trust-based relationships through open and interactive communication through multiple channels.
- Providing accurate, valid and complete information by using the right methods/tools.
- Keeping records of customer interactions, process customer accounts and file documents.
- Following communication procedures, guidelines and policies
- Recommending potential product or service enhancements to management by collecting customer information and analyzing customer needs.
- Identify and passing sales opportunities to the Sales team

### Arvato CRM Solutions Iberia & LATAM

1 ano 7 meses

#### Order Support Specialist

julho de 2018 - janeiro de 2019 (7 meses)

Lisboa e Região, Portugal

- Order maintenance and administration: solve delivery blocks to support order cycle target, process

order amendments, returns, replacements, credits, account balancing documents etc.

- Develop creative solutions to complex customer issues & follow through to resolution.
- Co-ordinate & work cross departmentally to prevent and/or resolve escalations.

### Technical Support Representative

julho de 2017 - julho de 2018 (1 ano 1 mês)

- Improve the customer experience by sharing consumer feedback and recommendations to Ubisoft's EMEA Head Office.
- Technical support and Services for PC, iMac and Console customers, with space for autonomy and creativity when addressing customers' issues.
- Manage feedback and guarantee high satisfaction.

### TNT

#### Special Account Manager

maio de 2016 - julho de 2017 (1 ano 3 meses)

Lisboa e Região, Portugal

- Managing the RMA process for Apple Products throughout Europe, as well as invoice extraction via SAP;
- Connote and Packing List Management;
- High Value investigations on the whereabouts / status of missing, pilfered or damaged goods as well as direct contact with the business customer;
- Maintenance and management of urgent / special requests, requiring utmost attention.

---

## Formação académica

Universidade Lusófona

Psicologia · (2013 - 2016)

Escola Secundária de Silves

Técnico de Multimédia, Multimédia · (2008 - 2011)