

Contact

+55 41 987943419 (Mobile)
mayconaap@gmail.com

www.linkedin.com/in/maycon-pinto
(LinkedIn)

Top Skills

Customer service
Communication
Leadership
Process improvement
Organized
Ease of learning

Languages

English (Limited Working)
Spanish (Elementary)
Portuguese (Native or Bilingual)

Certifications

EFSET English Certificate 69/100
(C1 Advanced)

Maycon Pinto

Customer service | Assistant | Back-office | Technology |

Data analysis | Developer | Front-end

Matinhos, Paraná, Brazil

Summary

Professional in career transition, with strong communication skills, adaptable and easy to learn. I have experience in solving problems and building better relationships between customer and company.

The diversity of customers I have had contact with has given me a great understanding of different environments and different ways of approaching customers to obtain the best result in each situation.

The experience as a manager also gave me a great opportunity to improve team leadership, working on conflict resolution and organizing the team to achieve the objectives set.

Expertise: Customer support; organization; administrative routine; WordPress; Word; Excel; Powerpoint.

Learning: HTML5; CSS3; Bootstrap; JavaScript; PHP7; Python

Experience

Agro Hara

Demand Generation Associate

August 2018 - October 2019

Paraná, Brazil

I worked directly in B2C customer service, strengthening the relationship between the company and the final customer. Serving Bayer Cropscience customers, observing each customer's particular difficulties and suggesting a new option to increase productivity, carrying out experiments to prove the products' efficiency. I also had experience organizing events and presenting product launches to attract new customers.

Montani Agronegócios

Farm Manager

September 2017 - April 2018

Piauí, Brazil

I worked as a manager, the main activity was to organize and coordinate all the work teams, from soil preparation to harvest, besides acting in the resolution of internal and external conflicts, trying to reach the pre-established production goals.

KWS Group

Research Assistant

February 2016 - December 2016

Paraná, Brazil

I worked in the operational sector, organizing the week's schedule to optimize the work experiment during planting, and the proper care of the seed production fields.

Agro Hara

Sales Assistant

July 2014 - March 2016

Paraná, Brazil

I worked in the customer service sector, answering questions and selling products. Responsible for issuing invoices, internal and external communication for conflict resolution. In addition to working in direct communication with customers and suppliers to ensure successful deliveries of our products, as well as receiving and organizing merchandise in the store.

Education

Alura

Data Science · (September 2023 - September 2024)

Udemy Alumni

Desenvolvimento Web · (February 2022 - February 2023)

Universidade Norte do Paraná

Bacharelado em Engenharia, Agronomia · (January 2013 - July 2017)