

## Summary

- Senior Executive Manager with over 18 years of experience developing business between companies and the major Government Managed Bank in Brazil helping business and colleagues to reach their full potential.
- Studying in a Master's Degree in Organizational Behavior Analysis, people development enthusiast coached 12 internal candidates for promotion to general management.
- 10 years of expertise as teacher in the Caixa Corporate University collaborating with the training and development of the company's leadership
- Junior Web Applications Developer - NodeJS - PHP - HTML - CSS - MYSQL

## Skills

- Proactive and Focused
- Financial Resource Management
- CRM Tracking
- Team Building Leadership
- Strategy Development
- Decision Making

## Experience

- Senior Executive Manager** Oct 2019 to Aug 2022  
**Caixa Economica Federal** – Salvador, Bahia - Brazil
- Developed and implemented the Mid Market office, being responsible for the management of a province at the major government managed bank in Brazil.
  - Facilitated creation and implementation of strategy designed to grow business within the province of Bahia - Brazil, to improve productivity metrics by 400%.
  - Provided direct management of key managers and executives in business unit
  - Developed new banking relationships with multiple lenders to obtain favorable terms on equipment lines and operating lines of credit.
- Executive Manager** Sep 2018 to Oct 2019  
**Caixa Economica Federal** – Brasilia - Brazil
- Facilitated creation and implementation of strategy designed to grow business at the company, across the whole country and worked with cross-functional teams to develop thoughtful product positioning strategies.
  - Identified client business and operational needs and introduced services to provide solutions.
  - Implemented standard operating procedures, training programs and office management systems to train workers and streamline workflows.
- Regional Manager** Dec 2015 to Sep 2018  
**Caixa Economica Federal** – São Paulo - Brazil
- Developed an Agile Management Framework - Facilitated organizational transformations supporting corporate restructuring efforts for collaborative management.
  - Handled human resource concerns and established plans to handle issues consistently and efficiently.
  - Lead team of 800 employees in all operations including sales, service, parts and office functions.
- Branch General Manager** Aug 2012 to Dec 2015  
**Caixa Economica Federal** – São Paulo, São Paulo
- Built strong rapport with new and existing clients to better serve financial needs and promote branch loyalty.
  - Complied with company policies and government regulations to prevent and detect rule violations and protect organization from fines and lawsuits.
  - Obtained new borrowers and retained existing borrowers to maintain consistent growth in accounts and receivables.
  - Managed and inspired team members to perform to full potential, driving branch profitability.

# Education and Training

<b>BBA, Marketing Management</b> Mackenzie University – São Paulo - Brazil	Dec 2008
<b>BBA, Business Administration</b> Mackenzie University – São Paulo - Brazil	Dec 2006
<b>Master of Science, Applied Behaviour Analysis</b> Paradigma Institute – São Paulo - Brazil	
<b>Attestation of College Studies, International Business Management</b> Greystone College – Montreal East, QC	

# Languages

<b>Portuguese:</b> Native/ Bilingual	<b>English:</b> Full Professional
<b>Spanish:</b> Limited	<b>French:</b> Elementary