

NARA GURGEL

141 The Lighthouse, Church Road, East Wall | **LinkedIn:** www.linkedin.com/in/nara-gurgel
083 033 4744 | gurgel.nara@gmail.com | Stamp 4

PERSONAL SUMMARY

I am a Full Stack Software Development student at Code Institute. I am set to graduate in September 2023. My expertise lies in HTML, CSS, JavaScript, and Python. I am on the hunt for new prospects in the Software Development industry and am constantly devoted to enhancing my skills. Demonstrated experience creating web applications using MERN stack. Committed to using coding to solve real-world problems and continuously learning and growing as a developer. Portuguese is my mother tongue and I am proficient in English.

EDUCATION

- **English Language** | Liffey College – May 2017 - May 2019 | Ireland
- **Diploma in Full Stack Software Development (E-commerce Applications)** | Code Institute – Sep 2022 - Sep 2023
- **Honor Bachelor Degree in Advertising** | Universidade Anhaguera – February 2011 - December 2015 | Brazil

WORK EXPERIENCE

Customer Service Executive | Workhuman, Ireland | October 2022 - present

- Dealing with customer queries through calls, emails and web forms, ensuring delivery of a quality service on a consistent basis
- Ensuring day-to-day service delivery targets are met, dealing with all queries and requests in a timely, professional and consistent manner
- Recording all contact interactions on systems in line with expected process
- Giving a positive image and great first impression to all contacts
- Building sustainable relationships of trust with customers, team members and clients through open and interactive communication
- Identifying proactive escalations always trying to protect the customer experience.
- Handling queries for orders, tracking shipments and assessing possible inconveniences.
- Developing high attention to detail and becoming a customer advocate.
- Dealing politely but protecting the customer experience with demanding customers.
- Carrying out a variety of administrative tasks.
- Implementing new customer service policies and procedures.
- Ensuring compliance to relevant policies.
- Dealing with merchandise queries between the customer and the internal teams

Catering | KSG, Ireland | March 2022 – July-2022

- Serving customers, ensuring they receive an easy and seamless personalized experience
- Being knowledgeable about the food service and helping customers with natural service
- Representing the company and maintaining a positive brand image
- Handling cash and operating the cash register
- Complying with Health and Safety regulations

Restaurant Manager | Perios Restaurant, Ireland | May 2019 to Mar 2020

- Managing restaurant's good image and suggest ways to improve it
- Creating detailed reports on monthly revenue and expenses
- Providing efficient customer service to over 50 customers daily and welcome them in a courteous manner; escorting them to their table and also informing them of any special offers or meals
- Dealing with complaints and resolving in the best interests of the restaurant

- Answering several phone calls; taking bookings; delivering orders and preparing bills; Closing the cash desk

Supervisor | Wow Burgers (Ireland) | Mar 2018 to May 2019

- Holding the knowledge of all menus and beverages available
- Managing restaurant's good image and suggesting ways to improve it
- Responding to customer queries and complaints
- Preparation and service of all available items
- Ensuring adequate stock of beverages in the restaurant/bar and replenish stock as required
- Managing and controlling supply crockery, cutlery, utensils and equipment
- Ensuring cleanliness and hygiene standards in the areas are maintained
- Ensuring all charges are raised in accordance with company procedures
- Monitoring business from day to day and to plan ahead on preparing set up
- Greeting guests on arrival and taking orders, advising guests of required dishes and beverages
- Planning and allocate tasks and service areas to team members
- Creating detailed reports on monthly revenue and expenses
- Checking stock levels and ordering supplies
- Providing efficient customer service

Customer Care and Administrative Assistant | Ecogen Brasil (Brazil) | Nov 2013 to Apr 2017

- Performing a wide variety of administrative duties as contract administration, coordinating meetings, travel plans, daily schedules, routine correspondence and other administrative tasks as they may arise
- Coordinating corporate credit card programmers for employees, including responsibility for card application process, delinquency management, reporting/data analytics, as well as responding to queries or following up with cardholders and their managers on various topics in order to reinforce policies
- Assisting with administration of travel and expense system
- Managing Inbound service queries
- Assisting with preparation of meeting materials
- Supporting the department of invoices for payment by Accounts Payable
- Helping with special projects as required
- Creating detailed reports on monthly revenue and expenses
- Supporting Directors and CEO
- Organizing external/internal trainings and events

Reception Administrator | Itau BBA (Brazil) | Jun 2013 to Sep 2013

- Greeting visitors at reception, ensuring reception is always presentable
- Management of incoming fax, post, emails, and general correspondence
- Supporting the heads of departments with email and calls
- Arranging meeting rooms – tea-coffee, book lunch/tidy afterwards
- Providing administrative support to the departments.
- Controlling and reporting administrative monthly reports

Front Desk Receptionist | OAB (Brazil) | Sep 2010 to Jun 2013

- Greeting visitors at reception, ensuring reception is presentable at all times
- Dealing with a high volume of telephone calls
- Managing Internal room bookings
- Booking taxis and couriers
- Various administration duties
- Knowledge of the all procedures in the administrative department to explain the processes and documents necessary in each case to the lawyers

TECHNICAL SKILLS

- **HTML, CSS, JavaScript and Python**
- Microsoft Word, PowerPoint, Adobe Photoshop (Basic level), SEO

REFERENCE UPON REQUEST