

# Nicolas Riabosapko

## Customer Support Specialist

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Porto - Portugal

## PROFESSIONAL SUMMARY

Customer Support analyst with 5 years of experience, team player with people skills and a friendly positive attitude, motivated to perform at peak levels, exceptional communication and writing skills, strong ability to multitask, prioritize, and manage time effectively. Comfortable working in English, Portuguese and Spanish.

## EXPERIENCE

### **Manpower Group, Porto** - *Technical Support Advisor (Concentrix project)*

April 2018 - Present

- Provide Technical support to end-customers in the EMEA region, mostly focused on the UK market, focusing on investigating, troubleshooting and resolving customer issues in a clear, concise and straightforward manner
- Demonstrate professionalism and courtesy at all times, maintaining customer satisfaction as a priority.
- Manage call-flow and responding to all technical or non-technical related questions, always going the extra mile by providing as many information and assistance without compromising data privacy and confidentiality
- Assist on management and training of new advisors, sharing procedural knowledge, technical troubleshooting strategies and best practices

### **Conduent Brasil, São paulo** - *Senior Technical Support Advisor*

July 2014 - July 2016

- Assist customers in issues that demands an extra attention and a more detailed investigation, gathering log files and working side-by-side with engineering team towards a resolution
- Manage wide variety of customer service and administrative tasks
- Interpret and analyze data and creating strategies for a resolution, adding the successful cases for analysis and update of internal and external knowledge base
- Provide functional guidance, training, support and assistance to junior advisors, and staff from different departments within the company

## EDUCATION

### **Full-Stack Web Developer- FLAG** - *Porto*

sep 2020 - apr 2021

### **Electrotechnics** - *Instituto Edison - Sao Paulo*

jun 2014 - jun 2016