

Tatiana Carvalho

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Highlights

- Enthusiastic, organized and versatile professional with over 15 years of extensive experience
- Successfully trained team members, ability to multitask, organize and prioritize workload
- Proficient in Microsoft Excel, Microsoft Word, Outlook, PowerPoint
- Ability to work in a team environment with minimal supervision and good communication skills
- Type letters, reports and other documents
- Excellent customer service and interpersonal skills
- Spoken languages: English, Portuguese, Spanish
- Basics in HTML5, CSS3, Photoshop, and Illustrator

Work Experience

Office Administrator

Feb 2019 - Oct 2019

Olá Conecta | São Paulo, Brazil

- Handled office duties, answering and routing phones, responding to emails, maintaining employee, financial, and client records, and data entry and reporting
- Generated reports, prepared presentations, implemented advanced spreadsheets ensuring office's effective operation
- Organized and typed detailed briefings according to clients' business goals saving their budget
- Led accurate meetings with the creative team assuring the proper briefing acknowledge
- Coordinated across functions to deliver a business plan saving at least 52% of the client's budget

Press Officer

Jan 2017 - Feb 2019

Universal Church | São Paulo, Brazil

- Developed an Excel database containing worldwide data and statistics of more than 100 countries, facilitating information access to coordinators and executives
- Handled sensitive and confidential information respecting nondisclosure agreement
- Generated reports, transcribed minutes from meetings, create presentations, and conducted online researches
- Trained and supervised other supporting staff ensuring the company's best practices
- Hosted journalists in huge events providing them with all the necessary information
- Scripted a video and wrote a book to promote an exclusive national wide meeting with Ministers and Businessman, achieving project visibility and engaging national partners

Media Planner (Political Elections)**Jul 2016 - Oct 2016**

Makplan Marketing | Aracaju, Brazil

- Developed media serving schedules in excel guaranteeing effective broadcasting and leading the candidate to the reelection
- Planned the best content to reach and support the citizens' vote
- Analyzed and presented statistical data to the campaign's manager and marketeers

Customer Service and Cashier**Nov 2013 - Jan 2016**

Donalds Market | Vancouver, Canada

- Helped customers with complaints and questions promptly, accurately and maintaining a positive, empathetic and professional attitude
- Greeted customers, answered general inquiries, telephone calls, got messages
- Oriented and identified customers need about products and services offering them the best buying option
- Maintained exceptional attention to details and a strong organization
- Fast learner and ability to solving problems ensuring customers' satisfaction and gaining client loyalty

Account Executive**Mar 2011 - Jan 2013**

Makplan Marketing | Campina Grande, Brazil

- Supported employees by facilitating interdepartmental communications and interactions between internal and external parties
- Scheduled and confirmed appointments and meetings
- Created spreadsheets managing and reporting expenses to the office manager. Wrote reports, carried out researches and reviewed documents
- Responded to telephone, in-person and email inquiries, organized files and kept records
- Produced action plans for advertising campaigns fitting the marketing objectives to the best investment option
- Analyzed and interpreted data liaising with clients, consumers, and advertising staff. Produced briefings for media buyers

Education

- Bachelor degree Social Communication from Universidade Estadual da Paraiba | Aug 2004 - Jul 2008

Certificates

- HTML, CSS - W3 Schools - Educational Website for Learning Web Technologies | Jun 2019
- SEO (Search Engine Optimization) - Neil Patel and Backlinko (Brian Dean) | Feb 2018
- Digital Marketing - RZT Communication | Jul 2017
- Journalism and Advertising - International Language Schools of Canada | May 2013
- MS-Office - SENAC | Feb 1998