



## **Pâmela Ruchel Hartwig**

Date of Birth: April 29, 1998, 26 years old

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## **EDUCATION**

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- High School - Escola Técnica Estadual Canguçu (ETEC), completed in 2016.
- Systems Analysis and Development – currently in the 6th and final semester – Centro Universitário Leonardo da Vinci (UNIASSELVI) – Expected graduation at the end of 2024

## **PROFESSIONAL EXPERIENCE**

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### **Municipal Treasury Department (Division dedicated mainly to rural producers)**

Position: Intern

Period: August 2018 to August 2020

- Customer service to the public and offices, carrying out openings/alterations of State registrations, receiving summaries of purchase and sale transactions and forwarding closures of State registrations to the competent department of State Revenue;
- Digitation of purchase/sale transaction notes, observing the base year;
- Organization of internal files;
- Assistance to supervisor and colleagues in several tasks, contributing to the efficiency of daily operations.

### **ConectaMais Internet Provider**

Position: Customer service and technical support

Period: July 2023 to July 2024

- Customer service, online and in-person;
- Coordination and scheduling of service orders for customers with connection problems, ensuring that requests were met efficiently;

- Level 2 technical support, with emphasis on radio connections;
  - Continuous monitoring of company's network, identifying and communicating any problems to ensure fast resolution.
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## **SKILLS**

- Advanced English (self-taught)
- Excellent interpersonal communication
- Ability to work independently and as part of a team