



# Patricia Bettio

Italian/ Brazilian, 30 years - xxxxxx, xx, xxxx 2001

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## Experience

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February 2019 – Current	<b>Technical Support assistant – Student Job</b> <b>SiteImprove</b> <ul style="list-style-type: none"><li>▪ SEO Crawler debug</li><li>▪ Zendesk/ DataDog</li></ul>
March 2017 – May 2017	<b>Social Media Task Evaluator</b> <b>LionBridge</b> <ul style="list-style-type: none"><li>▪ Social Media task evaluator</li><li>▪ Evaluated social media content, mainly YouTube</li><li>▪ Translation and report of sensitive or inappropriate content, to be blocked</li></ul>
February 2013 – July 2016	<b>Business support center employee</b> <b>ExxonMobil</b> <ul style="list-style-type: none"><li>▪ Actions provided in English, Portuguese and French</li><li>▪ IT issues solution and communication with other teams abroad</li><li>▪ Request escalation, KB update, Level 1 and 2 support resolution</li><li>▪ Customer Focus</li><li>▪ Set as Stand-in during Team Lead absence, experience with Leadership</li><li>▪ Participated of a team for a World Transition Project</li><li>▪ Volunteered as Fire Warden and ergonomic contact</li></ul> (Knowledge of all technologies listed under Skills category below)
May 2011 – August 2012	<b>Help Desk technical support bilingual analyst</b> <b>Brasil Telecom Oi</b> <ul style="list-style-type: none"><li>▪ Provided status of requests in English and Portuguese</li><li>▪ Contacted third party companies such as Verizon and AT&amp;T, Interpreter for the Brazilians technicians and the Third-Party vendors</li></ul>
January 2010 – Dec 2012	<b>Intern</b> <b>State Court – Tribunal de Justica do Parana</b> <ul style="list-style-type: none"><li>▪ Opened and attended daily judgment sessions, assisting Judges, Responsible to organize processes to be viewed in Court before the session, with post reassignment</li><li>▪ Analyzed lawsuits, writing sentences in accordance to Judge orientation</li></ul>

## Skills

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Computer	Advanced office package including: SharePoint, OneNote, BMC Remedy, Active Directory, Windows programs, Software manual installations, iOS devices, enterprise tools such as Skype for Business, Cisco products, Citrix, Integration with Tier 3 teams for troubleshooting, Hardware and SAP Level 1 troubleshooting, among others
Language	Portuguese: Native English: Fluent (proven C1 level on IELTS March/2017) French: Intermediate (proven B1 level on TCF April/2017) Danish: Module 2 (VUF - Frederiksberg)

## Education

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**Law Bachelor 2008 – 2017**

**Universidade Positivo – Curitiba, Brazil**