Rafael Pires Domingues

✉ rafaelpdomingues887@gmail.com 📞 (31)99863-6973 📍 Belo Horizonte, Brasil ⬀ Portfolio

Professional Experience

Administrative Assistant, *Ânima Educação*
Assisting employees and students of the Ânima Educacional Ecosystem through online chat and in person. Carrying out and making changes in student enrollments, releasing and confirming courses. Resolving protocols with changes to schedules. Granting scholarships, recalculating discounts, and making changes (date, reissue, cancellation, and availability) to student invoices.
07/2023 – present
Belo Horizonte, Brasil

Search Engine Evaluator, *Telus International*
Evaluating the quality of web pages and videos, with the aim of improving user experience as well as potential improvements in the artificial intelligence employed in the leading online search engine.
02/2020 – present
Belo Horizonte, Brasil

Digital Relationship Agent, *Bigo Technology*
Providing services related to the moderation of a live-streaming platform. Implementing internal policies, training artificial intelligence systems, screening and actively removing offensive material, and assisting users through chat and email.
08/2021 – 05/2022
Belo Horizonte, Brasil

Lab Assistant, *Centro Universitário de Belo Horizonte*
Support for classes and project development in the university's metrology laboratories.
06/2020 – 12/2020
Belo Horizonte, Brasil

Customer Support Consultant, *AeC Contact Center*
Inbound customer service, retention, support, and general administrative tasks of a mobile phone brand. Resolution of protocols and problematic situations involving customers, maintenance of spreadsheets, and review of data regarding customer information.
07/2018 – 07/2019
Belo Horizonte, Brasil

Education

MBA in Data Science & Analytics, *USP*
06/2024
São Paulo, Brasil

Production Engineering, *UNIBH*
12/2020
Belo Horizonte, Brasil

Languages

English
C2

Skills

Skill	Level	Skill	Level
Computer skills	● ● ● ● ●	Predictive Models	● ● ● ● ○
Agile Methodologies	● ● ● ○ ○	Customer Service	● ● ● ● ●
MySQL	● ● ● ○ ○	MS Office Suite	● ● ● ● ●
Python	● ● ● ● ○	R	● ● ● ● ●
Power BI	● ● ● ● ●	Data Analysis	● ● ● ● ○