

PERSONAL INFORMATION

Renata Vieira

 Lisbon (Portugal)

 912880177

 regasparino@gmail.com

PERSONAL STATEMENT

Excellent relationship with the public, good teamwork, with the ability to clearly define goals, objectives and responsibilities. Reconciling ability between client and employer. Strong analytical, problem solving and technical troubleshooting skills.

WORK EXPERIENCE

28/01/2020–Present

Contact center assistant

Group Konecta, Lisboa (Portugal)

Main attributions:

Live multi-channel customer support (phone and email). Identifying customer's needs, clarify information, research every issue and providing solutions.

Complain department: clarify information, if necessary open a ticket and find the best solution for it.

Company department: clarify information, research every issue and providing solutions for companies and government companies.

14/05/2019–19/01/2020

Event Hostess

SpringEvents, Lisbon (Portugal)

Main attributions:

Receive and accredit participants / guests of congresses and events. Support conference rooms and access control. Delivery of folders and documents. Provide information regarding the event and sights of the city. Support the cloakroom. Leaflets distributions.

10/07/2019–15/02/2020

Restaurant Hostess

DL Recrutamento e Marketing, Lisbon (Portugal)

Main attributions:

Collect and refer customers in restaurant, accompanying them to reserved tables and / or suggest tables of better positioning. Making and checking table reservations. Waiting list organization. Check the conditions of cleanliness and tidiness of the environment, provide the correct arrangements. Provide information about events and sights of the city.

10/11/2013–30/08/2018

Lawyer – Partner

Advocacia Maciel, Brasília (Brazil)

Expertise in Consumer Law for the client Telefônica Brasil S.A.

Management activity from 2015 to September 2018:

Leadership of a team of 10 lawyers, 05 interns and 04 administrative staff.

Main attributions: communication between client, team and coordination, primary analysis of actions to verify the existence of preliminary decision, appointment of conciliation hearing, success analysis, contingency, provisioning, financial closing and distribution of deadlines to the team. Right treatment with the client to resolve judicial and administrative issues. Holding of hearings.

Litigation Activity:

Preparation of judicial and administrative defenses in search of new defensive theses, appeals and other procedural pieces. Compliance with judgments, consideration of settlement proposals and hearings. Activity exercised in the first two years of bonding.

EDUCATION AND TRAINING

01/02/2007–30/11/2011	Law degree Centro Universitário de Brasília, Brasília (Brazil)	Nível 6 QRQ
01/07/2012–17/10/2014	Postgraduate in Criminal Law and Criminal Procedure University Cândido Mendes, Rio de Janeiro (Brazil)	Nível 7 QRQ - postgraduate
21/09/2018–Present	Master in Commercial Law Faculty of Law, University of Lisboa, Lisbon (Portugal) Subjects: Commercial Law - Securities Commercial societies law Banking Law	EQF level 7

PERSONAL SKILLS

Mother tongue(s) Portuguese (brasilian)

Foreign language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B2	B2	B2	B2	B2

Communication skills Excellent relationship with the public acquired in professional experiences. Good teamwork, with the ability to clearly define goals, objectives and responsibilities. Reconciling ability acquired with professional practice. Education, refinement and friendliness.

Organisational / managerial skills Good leadership skills.
Ability to mediate between the client, the team and the coordination.

Job-related skills Responsibility and commitment to results, quick adaptation to changes and ease of establishing interpersonal relationships.
Good relationship at all hierarchical levels.
Easy learning of new techniques and work tools.
Strong analytical, problem solving and technical troubleshooting skills

Digital skills Microsoft Word, Excel, PowerPoint, Outlook, internet.