

FERNANDA TYROLA

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OBJECTIVE

I would like to improve my English knowledge and gain experience through an internship in a Canadian company, this includes gaining an insight into Canadian culture. I also intend to develop my KSOs and utilize it in favor of the organization. For this, I will learn fast using my communication and adaptability skills.

EDUCATION

September 2018	CENTENNIAL COLLEGE <i>Certificate Program / Communications and Media Fundamentals</i>	Toronto, Canada
January 2018	CENTENNIAL COLLEGE <i>Postgraduate Certificate Program / Human Resources Management</i>	Toronto, Canada
August 2015	CENTRO UNIVERSITARIO FIEO <i>Postgraduate of Organizational Psychology</i>	Sao Paulo, Brazil
August 2014	CENTRO UNIVERSITARIO FIEO <i>Bachelor of Business Administration</i>	Sao Paulo, Brazil

WORK EXPERIENCE

Nov 2017 – May 2018

iMARKETING SOLUTIONS GROUP
Call center Agent

Toronto, Canada

- Answering two recorded calls at the same time.
- \$ 11,545 in donations between Nov 2017 to Feb 2018 with \$23.07 revenue per hour.

May 2012 - June 2016

BANCO BRADESCO S.A. (BANK)
Risk Technician / Integrated Risk Control Department

São Paulo, Brazil

- Developed reports and presentations on the organization's risk monitoring.
- Surveys and questionnaires on bank regulation.
- Implementing risk control and capital allocation of more than R\$ 600 billions, execution and effectiveness of controls which assure acceptable risk levels in the organization's processes.
- Responsible for complying with the Brazilian Central Bank rules for risk management activities.

SKILLS

- Portuguese (first language) / English
- Microsoft Office (Word, Excel, PPT) / MacOS / Adobe Photoshop / Adobe Premiere
- SAP (Systems, Applications and Products in Data Processing)