

SOFÍA DE OLIVEIRA RICO

Customer Service Agent

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Berlin, Germany



My professional road has been marked by 3 main points:
Customer Service, Professional-Spanish Tutoring and Academic Research.

I'm deeply interested in how **Society's needs** are created and how they change, that's why I decided to study Political Sciences and Law and started to reflect those facts into **statistical reports**: qualitative-and-quantitative Content Analysis, journalistic articles and essays. To do so, I'm used to handling social databases as well as Social and Mass Media content comparisons and personal interviews. I always try to learn and improve, personally and professionally, and being able to **synthesize** different data and knowledge in a single project might be **one of my strongest points**.

WORK EXPERIENCES

Customer Service Agent

SAINT GOBAIN Materials and Solutions

2020, Madrid

ONLINE orientation and solution offering
Call Center Representative
Administrative tasks and reports (Excel, Word)
HR coordination tasks (E-COORDINA)

Customer Service & Care Representative

SEUR International Shipping

2018 - 2019, Madrid

Call Center Agent - orientation and solution offering
Administrative tasks and reports (Excel)

Receptionist and Administrative Assistant

MEDIAPRO TV Producer

2018, Madrid

Director's meeting assistant
Call Centre representative
Internal HR bills, payroll and benefits ONLINE tool - Administrative assistant

Spanish (ELE) Teacher

Vamos, Madrid language Academy

2019, Madrid

A1-C2 Levels, Groups from 3-15, Kids & Adults

Freelance Spanish Teacher (Online)

2017 - Current

Spanish for Business (B1-C1 levels). Special focus on Public Speech for Mass Media and Political Conferences (EU Parliament in Brussels)

Spanish language - ONLINE lessons (A1-C1). Several students from the UK, Germany, Turkey, Oman and Saudi Arabia.

CERTIFICATES

Social Media Marketing

HubSpot Academy

2020

Content Marketing

HubSpot Academy

2020

Development project management

Inter-American Development Bank (IDB)

2020

Autonomous Teacher (DADIC)

Cervantes Institute

2019

DELE (Spanish international exams) examiner

Cervantes Institute

2019

ABOUT ME

Nationality: Spain

Birth Place: Madrid

Birth Year: 1995

Marital Status: Single

Driving Licence: B

Availability: Full Time & Immediately

SKILLS

Technical

Microsoft Office Pack:

Excel / Word / Powerpoint

IOS-Apple Tools:

Pages / Numbers

Professional

- ☒ Analytical skills
- ☒ Organized & Committed
- ☒ Detail-oriented
- ☒ Punctual & Efficient
- ☒ Resolute & Methodological
- ☒ Team player & Emphatic
- ☒ Great work under pressure
- ☒ Always willing to learn and improve

EDUCATION

Double Bachelor's Degree in *Law* & *Political Sciences and Administration*

University of Granada, Spain
2013 - 2019

LANGUAGES

Spanish (Native)

English (Professional)

Portuguese (B1)