

William Sampaio Franca

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Summary

Professional with experience in the information technology environment. I am always looking to continuously improve my learning and bring better and better experiences for customers. I have extensive experience supporting and leading project support teams for CPG companies such as Unilever, L'Oréal, Cadbury Adams and others. I am currently looking for a position where I can use and improve my technical knowledge.

Languages

- Portuguese
- Spanish
- English

Areas of Expertise

- Microsoft Excel
- Power BI
- Microsoft SQL Server
- Microsoft CRM Dynamics
- Service Design
- Incident Management
- Problem Management
- Project Management

Soft Skills

- Assertive communication
- Organization
- Active Listening
- Empath
- Customer-centric mind
- Self-learning

Professional Experience

Centennial College (Canada)

International Student Ambassador

2023-Jan / Current date

As my first formal job in Canada, the position of Student Ambassador consists of supporting the execution of events by serving as a foothold for newcomers thus reducing the stress of changing countries and cultures.

Spring Global (Chile)

Technical presales

2009-Apr / 2010-May

In this position, I was responsible for creating business proposals based on client needs. I participated in the sale of a project for the client Soprole which was a milestone since that branch had not had a new brand in the last 4 years.

Spring Global (Chile)

Advanced Support Coordinator

2005-Mar / 2009-Mar

I was responsible to design customer support services, train the support team and provide troubleshooting documentation and meet service-level agreements. Before, the Chilean branch consumed 50% of the company's global support hours and represented only 5% of the billing. After 1 year of my management, that branch was considered by the company as a support model.

Spring Global (Brazil)

Advanced Support Analyst

2005-Nov / 2007-Feb

I was responsible for solving incidents, doing Quality assurance, documenting, and training the level 1 support team on the products developed by the company for customers like Bosch, Cadbury Adams, and Concha y Toro. After two years I was promoted to lead the Advanced Support team at the Chile branch.

Studies

Centennial College

Sept-2022 / current date

Software Engineering Technician

Unip - Sao Paulo University

Jan-2004 / Dec-2006

Software Management Technologist

ITIL V3 Foundation Certification

2012

Scrum Fundamentals Certification

2018