**Felipe Zanetti**

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Trilingual professional with extensive experience in finance, compliance, document control and customer services. Skilled in quantitative and qualitative analysis of data, with a keen eye for detail and the ability to work in fast-paced and evolving workflows. Strong project management experience and currently studying software development. Adaptable team player with excellent interpersonal and communication skills, able to work collaboratively or independently to meet targets. Proactive and motivated to work under pressure, with a positive attitude and a strong willingness to learn. My Experience includes working for multinational companies such as Deloitte, Budget, Facebook, TikTok, and Allianz HealthCare.

**EDUCATION**

**2014 Bachelor's Degree in Law, LLB (NFQ Level 8)**

Belo Horizonte, BrazilFUMEC

**2016 Specialist in Corporate Finance (NFQ Level 9)**

Belo Horizonte, Brazil Fundação Getulio Vargas

**2023 Software Development (NFQ Level 6)**

Dublin, Ireland Code Institute

**IT SKILLS**

* ServiceNow Administration Fundamentals On Demand (Certified)
* Previous experience with SAP, SalesForces, ServiceNow, SharePoint.
* CSS3, HTLM5, JavaScript (Node.js), Python (PyGame, Pandas) and SQL.
* Certified Trading Professional – stock market and blockchain.

**WORK EXPERIENCE**

**April 2023 – Current Mortgage Analyst**

**Dublin, Ireland BCM Global**

* Mortgage Document Verification: Expert in reviewing and validating client documents for mortgage. applications. Compliance and AML
* Support: Collaborate with the AML team to ensure compliance with regulatory requirements and perform thorough checks on submitted documents.
* Quality Assurance: Verify if forms and paperwork have been accurately completed, including passports, payslips, addresses, and credit reports (CCR).
* Communication and Feedback: Provide timely and constructive feedback to brokers regarding the status of their submitted files through a dedicated system or email updates.
* Workflow Management: Efficiently handle a high volume of cases, managing a spreadsheet to track progress and distribute internal tasks.
* Improvement: Proactively identify opportunities for process optimization and contribute to the development of new activities or initiatives.
* Customer Service: Deliver exceptional service by addressing inquiries and resolving issues promptly and professionally.
* Attention to Detail: Maintain a meticulous approach to document review, ensuring accuracy and compliance with industry standards.

**Mar 2022 – April 2023 Care Advisor**

**Dublin, Ireland Allianz Partners**

* Responding to incoming and outgoing queries over the phone and email regarding cover, claims, hospitalization, complaints.
* Open and checking incidents for policy holder using ServiceNow and Salesforce system.
* Assisting our in-house medical team in coordinating client`s hospital admissions, evacuations, repatriations and other cases as required.
* Constant updating in the products, clients and newsletters.
* Commit to the department's service standards, including a 24 hours turnaround for all written communication including email responses and a target call abandon rate of 2%.
* More information upon request

**Apr 2021 – Mar 2022 Quality Assurance Ads Specialist**

**Brazil, Sao Paulo TikTok (Bytedance)**

* Acting as quality auditor across various service types and ensure high-quality support for in house and vendor ad moderation teams;
* Executing both quantitative and qualitative analyses of data and trends to proactively deliver insights, define goals, and drive improvements; target 200/300 jobs daily.
* Participating in quality calibrations with vendor teams to continuously drive their product and policy understanding, efficiency, and support quality results;
* Analyzing large data sets, uncover actionable opportunity insights, and present action plans to key stakeholders;
* Contributing to strategic initiatives by bringing passion for customers, technical skill, and product expertise;
* Responsible to help to implement TikTok in LATAM and BR market
* More information upon request

**Jun 2019 – Dez 2020 Content Moderation Analyst**

**Ireland, Dublin Accenture (Facebook)**

* Process and review accounts that have been flagged for review of potentially sensitive content to ensure there are no violations of policies
* Validate, investigate and respond to inquiries of an urgent or sensitive nature within established guidelines. This includes coordinating with client subject matter experts to respond to, or support in the response to inquiries and/or escalations which may be generated by include but not limited to external third parties, Client or Accenture
* Compliance with all client published policies and procedures and any legal and regulatory requirements that the company is obliged to adhere to
* More information upon request

**Feb 2018 – Dec 2018 Customer Service Representative**

**Ireland, Dublin** **Avis And Budget Car Rental, Dublin**

* Promoted from driver to Customer Service Representative as a result of strong communication and relationship building with customers
* Selling and promoting products such as car insurance and GPS services where appropriate to and upselling and promote the in Budget/Avis loyalty programs.
* Achieving performance targets (sales, call-handling and quality) as set out by the Manager and Team Leaders.
* Achieving an average of 20 new contracts and $3,000 euros sales per day.

**Feb 2017 – Oct 2017 Deli Staff**

**Ireland, Dublin** **Pablo Picante Restaurant, Dublin**

* More information upon request

**Jan 2016 – Oct 2016 Tax Lawyer Specialist**

**Belo Horizonte, Brazil****Paar Consulting**

* Monitoring over 3,000 tax cases and updating the client about court developments and the next step in the procedure
* Review and accurately assess legal requests from law enforcement officials, ensuring that all requests are scrutinized and handled in strict accordance with applicable law.
* Responsible for the tax audit and due diligence and modelling of the purchase transaction of a company and report to the client.
* Consulted in licensing of new facilities and advised clients regarding compliance with tax and accounting obligations.

**Sep 2013 – Dec 2015 Accounts Payable Analyst and Tax Consultant**

**Belo Horizonte, Brazil****Deloitte Touché Tohmatsu, Belo Horizonte, Brazil**

* Working for clients including AngloGold Ashanti, Andrade Gutierrez, ArcelorMital, FIAT in the areas of general accounting and accounts payable.
* Responsible for daily Accounts Payable processes including accurately processing approximately 400 invoices weekly.
* Managed purchase orders, checking for accurate information before executing payment transactions.
* Assisted with the preparation of schedules for annual audit key controls uploading all information for Deloitte Resource System to share with our team leader and others teams.

**Tax Consultant**

* Reviewed company procedures in accordance with the specific law in the process measuring the correct taxes and recovered around 40% of taxes payed back.
* Prepared administrative defences arising from tax assessments seeking to minimize the application of fines and reduce tax losses.

**LANGUAGES**

* Fluent in English, Portuguese & Spanish | Intermediate level in Italian.

**HOBBIES** I like music and instruments I Play the guitar and Im taking keyboard classes. I also Like sports. I’m now practising Padel and football.