



## BACKGROUND

- Demonstrated excellent Personal Communications skills
- Fluent in four languages – work experience with all of them
- Over five years of experience with Simultaneous Translation
- Over five years of Help Desk Support experience
- Over twenty years of Graphic Design experience.
- Currently seeking PMP Certification (Project Management Professional)

## CGI EXPERIENCE

### Back-Office Help Desk Agent, PERNOD-RICARD – (06/2019 to 07/2019)

Managing services request related to new hires and terminations, access to systems such as Oracle, and incidents reported by the users via email and directly via Remedy.

Contribution: three reference sheets adopted by my team and others as well, aiming to help new agents to understand the helpdesk:

- *A step by step guide on how a Help Desk agent must conduct a call;*
- *A list of general questions to better understand the issue reported by the user and few essential elements to add on the ticket;*
- *Instructions on how to use Avaya system (desk phone).*

### Help Desk Agent, MULTI-CLIENT – (03/2018 TO 06/2019)

First level Help Desk support for a multi-client operations team in four languages. Experience with incident management systems such as Remedy, ServiceNow, and ITSM; and tools such as Active Directory, Remote Desktop, Azure, and Varonis.

## OTHER EXPERIENCE

### Brazilian Market, MODERCO, INC – (09/2015 TO 12/2016)

Project Management coordination, assisting stakeholders with PM tools & techniques, managing processes such as stakeholders, communications, scope and schedule.

Prepared training materials for local sales force, installation, and production teams alike. Translate technical and promotional documents, English/French to Portuguese.

### Free-lance interpreter, MULTI-CLIENT – (03/2014 TO 09/2017)

Provided simultaneous translation English x Portuguese to official and trade missions from Brazil to North America such as:

- **George Hilton**, Brazilian Minister of Sports (2015-2016) in his visit to [World Anti-Doping Agency](#);
- **Marconi Perillo**, Governor of the Brazilian state of Goiás (2011-2018) at [Toronto Region Board of Trade](#);
- Top Brazilian clients and resellers of [Bayer CropScience](#), during their business training programs at [John Molson School of Business](#), in Montreal, and [Stanford University](#), in Palo Alto, and presentations at [Singularity University](#), [University of California in Davis](#), and [Bayer Crop Science Lab](#) in West Sacramento, California.

## EXPERIENCE SNAPSHOT

### LANGUAGES

- English
- French
- Portuguese
- Spanish

### ACCREDITATION

- ITIL Foundation

### SKILLS

- Personal communications
- Troubleshoot
- Diagnosis

### SYSTEMS AND APPS

- Remedy
- Service Now
- ITSM
- Active Directory
- Varonis
- MS Project
- Outlook
- Office 365
- Adobe Photoshop
- Adobe Illustrator
- Adobe InDesign

**President, CLUB D’AFFAIRES BRÉSIL-QUÉBEC – (03/2014 TO 09/2017)**

Working experience managing project in three different areas:

- 1) **Publishing:** annual directory, financed via advertising: [www.aquarelamagazine.com](http://www.aquarelamagazine.com)
- 2) **Broadcast:** producer and host a weekly live radio show
- 3) **Event planning:** a series of business network events. Successfully established strategic alliances with entities such as:
  - [Consulate General of Brazil in Montreal;](#)
  - [Bureau du Quebec à São Paulo;](#)
  - [Chamber of Commerce of Metropolitan Montreal;](#)
  - [Brazil Canada Chamber of Commerce \(Toronto\);](#)
  - [Chamber of Commerce Brazil Canada \(São Paulo\).](#)

## OTHER HELPDESK AND CUSTOMER SUPPORT EXPERIENCE

**Shaw Communications (Customer Support) – (04/2013 TO 11/2013)**

**Computer Science Corporation, TOYOTA FINANCIAL SERVICES – (05/2009 TO 08/2010)**

**FX Innovation, SITA – (04/2008 TO 04/2008)**

**Ajilon Consulting Services, GSK PHARMACEUTICALS – (11/2006 TO 03/2008)**

## EDUCATION

<b>Post-graduate Diploma</b>	Applied Marketing	<a href="#">McGill University</a>	Montreal, Nov. 2015
	<ul style="list-style-type: none"> <li>- <i>Member of a three-person group winner of the business competition for the course of Marketing of Services;</i></li> <li>- <i>Scored 98% on written and personal presentation for the course of Communication Skills.</i></li> </ul>		
<b>Post-graduate Diploma</b>	International Business	<a href="#">FAE-Business School</a>	Curitiba, Brazil
<b>Bachelor’s Degree</b>	Social Communication	<a href="#">PUC-Paraná</a>	Curitiba, Brazil
	<ul style="list-style-type: none"> <li>- <u>Scholarship:</u> <i>CNPq and the PUC/Paraná University, for Initiation on Scientific Research (1995/1996)</i></li> <li>- <u>Award:</u> <i>Best Final Paper (Social Communication - Major in Advertising), PUC/Paraná University (1997)</i></li> </ul>		

## TRAINING AND CERTIFICATIONS

<b>Certification</b>	ITIL Foundations	<a href="#">Axelos</a>	Montreal, Jan. 2019
<b>Professional Development</b>	Project Management	<a href="#">McGill University</a>	Montreal, June 2016

## VOLUNTEER

**SPVM:** committee for the Latin American Community. Montreal 2013/2014

**CFMB 1280 AM:** Montreal, 2012/2013.

**Radio Centre Ville:** Montreal, 2014.

**Board of Brazilian Citizens of Montreal :** committee for the Brazilian Community. Montreal 2018/2019

