

Byanca Goulart Oliveira

Jacarepaguá, Rio de Janeiro – Brazil

Phone: +55 21 99086-6138 | Email: bela_canella@hotmail.com

Professional Summary

Customer Service professional with over 3 years of experience supporting B2B and B2C clients in high-demand environments. Skilled in problem-solving, dispute resolution, and providing efficient and empathetic support. Experienced in back-office operations, administrative tasks, and team coordination. Native Portuguese speaker with intermediate English proficiency, seeking to contribute to an international company with a focus on customer satisfaction and service excellence.

Professional Experience

Telefonica Brasil S.A. – Customer Service Operator (Apr 2022 – Present)

- Provide B2B customer support via phone and digital channels.
- Handle billing inquiries, disputes, and collections.
- Deliver accurate back-office support ensuring client satisfaction.

Lafida Security Ltda. – Events & Operations Coordinator (Jan 2018 – Present)

- Coordinate teams and suppliers, ensuring smooth execution of corporate events.
- Manage logistics and client communication.
- Support administrative operations, strengthening organizational skills.

Caster Assessoria de RH – Multiplan – Commercial Auditor (Dec 2022 – Oct 2023)

- Collected and analyzed retail and customer data in shopping malls.
- Delivered insights to improve sales strategies and client experience.

Lilly Estética S.A. – Administrative & Procurement Assistant (Nov 2019 – Mar 2022)

- Supported supplier management and administrative workflows.
- Processed invoices and controlled payments.
- Managed contracts, renewals, and internal requests.
- Assisted in maintaining efficient communication between departments.

Education

- Bachelor's Degree in Marketing – Estácio de Sá University (in progress)
- Commercial Management – Estácio de Sá University (2021–2022, not completed)

Courses & Certifications

- General Data Protection Law (LGPD) – Telefonica Brasil S.A., 2023
- Agile Facilitation Workshop – Carbobonum, 2020
- Kanban Workshop – Carbobonum, 2020

Skills

- Customer Support & Dispute Resolution
- Problem-Solving & Client Communication

- Microsoft Office (Excel, Word, PowerPoint)
- Administrative & Back-office Support
- Team Coordination & Vendor Management

Languages

- Portuguese – Native
- English – Intermediate