





Carlos Yuri Matos Soares



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 Ceará - Brazil

 Portuguese - Native

 English - Studying

 Spanish - Basic

PROFILE:

Dynamic and versatile professional with experience in healthcare, customer service, hospitality, cleaning services, and advertising. Proven ability to work directly with the public, delivering high-quality service with professionalism, respect, and attention to detail. Hands-on experience in healthcare environments, supporting patients and assisting with routine operations while maintaining organization and hygiene standards. Strong background in customer-facing roles, demonstrating clear communication, problem-solving skills, and the ability to perform well under pressure. Experience in apartment and short-term rental cleaning, ensuring clean, safe, and welcoming environments while meeting strict deadlines. Background in advertising and promotional activities, contributing creativity, adaptability, and a results-driven mindset. Young, physically strong, healthy, and highly motivated, with excellent work ethic, discipline, and willingness to learn. Committed to teamwork, reliability, and achieving organizational goals in fast-paced and demanding environments.

EXPERIENCE:

● RECEPTIONIST – HAPVIDA SAÚDE(2019 - 2022))

I worked at a medical clinic with multiple specialists, handling patient check-ins and appointment scheduling with professionalism and care. Provided clear information and guidance to patients, ensuring a smooth and organized reception flow. Managed front desk operations, including phone calls, confirmations, and basic administrative tasks. Maintained accurate organization of schedules, records, and waiting areas. Coordinated with doctors and staff to support daily operations and improve efficiency. Ensured a clean, organized, and welcoming environment to promote comfort and trust for all patients.

● STOCK CLERK – PÃO DE AÇÚCAR (2014 - 2015)

I worked as a supermarket stock clerk, responsible for organizing and restocking products on shelves according to company standards. Checked product prices and labels to ensure accuracy and correct display for customers. Handled and transported loads exceeding 25 kg, demonstrating physical strength and endurance. Assisted with inventory organization and stockroom support. Maintained a clean, safe, and organized work environment to ensure efficiency and customer satisfaction. Supported the team with daily operational tasks in a fast-paced setting.

● RESIDENTIAL CLEANING – (2024)

I worked with residential cleaning services, responsible for cleaning and organizing houses prepared for guests and visitors. Performed detailed cleaning of rooms, bathrooms, kitchens, and common areas to ensure high standards of hygiene and presentation. Managed tasks with punctuality and strong time management to meet check-in deadlines. Organized furniture, linens, and household items to create a comfortable and welcoming environment. Ensured each property was ready to deliver the best possible experience for guests. Maintained consistency, attention to detail, and reliability in every service.

● DIGITAL MARKETIN – (2025)

I worked in advertising and digital marketing, focused on creating and editing sales videos for online campaigns. Developed visual content to promote products and services, aligning messages with brand objectives and target audiences. Edited videos to optimize engagement, clarity, and conversion performance across digital platforms. Collaborated with marketing teams to adapt content for different formats and channels. Managed deadlines efficiently while maintaining high creative and technical standards. Contributed with creativity, attention to detail, and a results-driven mindset.

SKILLS:

- Customer service and client support
- Effective communication (verbal and written)
- Teamwork and collaboration
- Problem-solving under pressure
- Time management and organization
- Adaptability to different work environments
- Attention to detail and accuracy
- Hospitality and guest relations
- Production line efficiency and resilience
- Sales assistance and product guidance
- Multitasking and prioritization
- Professionalism and work ethic

EDUCATION:

- **Reception** – Training focused on guest service, check-in/check-out procedures, and hospitality skills.
- **Administrative Assistant** – Skills in office routines, document organization, scheduling, and administrative support.
- **Computer Skills (Word, Excel, etc.)** – Knowledge in text editing, spreadsheets, and basic IT operations for office tasks.



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COVER LETTER

I am writing to express my interest in joining your team. I have experience in customer service, organizing medical appointments, cleaning and preparing homes for short-term stays, and organizing and restocking merchandise in a supermarket. I also bring strong physical skills for manual labor, with the strength, stamina, and work ethic required to perform demanding tasks efficiently.

In my most recent role, I worked in advertising, creating and editing sales videos and images for products. However, I have extensive hands-on work experience. In the supermarket, I regularly lifted and moved merchandise, kept shelves fully stocked, and ensured all areas were organized. Through my work cleaning and organizing homes for guests, I developed the ability to complete tasks quickly, efficiently, and to a high standard, always focused on delivering the best possible results.

Complementing my experience, I have completed a first aid course, maintain excellent physical health, and have the physical conditioning necessary to handle manual labor and perform at a high level. I am confident that my skills, combined with my commitment, reliability, and strong work ethic, will allow me to contribute positively to your team and your organization.

I would welcome the opportunity to discuss how my skills and abilities can support your team's success. Thank you for considering my application.

Sincerely, Carlos Yuri