

# Roberta Brito Martins

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617-888-5897  
Driver's license  
Car Owner  
Billerica, Massachusetts, USA.

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## PROFESSIONAL SUMMARY

Bilingual Administrative Assistant with experience in customer service, sales support and general office operations. Skilled in scheduling, document organization, spreadsheets, data entry, and email and phone triage. Recognized for reliability, integrity, punctuality and strong planning abilities in fast-paced environments. Seeking to contribute to an administrative or operations team with proactive support and efficient workflow management.

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## CORE SKILLS

Office Administration • Customer Service & Sales Support • Calendaring & Scheduling • Document Management • Spreadsheets (Excel/Google Sheets) • Data Entry & CRM • Email/Phone Triage • Billing & Invoicing • Records Retention • Team Coordination • Bilingual (PT/EN).

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## EDUCATION

- **UNIP UNIVERSITY PAULISTA** - Psychology, Brazil (2014-2017)
  - **BIA ESL** - English Basic to Intermediate, USA (2022-2022)
  - **APPROACH SCHOOL** - English Intermediate to Advanced, USA (2023 -2024)
  - **KPCA Northwestern Presbyterian Theological** - Studying (2024-Current)
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## PROFESSIONAL EXPERIENCE

**Dental Lounge** — Piracicaba, BR. | 05/2017 – 07/2019 Administrative Assistant  
**Sindvigilância** — Piracicaba, BR. | 11/2015 – 04/2017 Administrative Assistant  
**Easy Art** — Piracicaba, BR. | 10/2015 – 03/20 Administrative Assistant