

JEAN PATRIC KOTARSKI RODRIGUES

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SUMMARY

Motivated and reliable professional with experience in customer service, food operations, and account management. Skilled in working under pressure, maintaining hygiene and quality standards, and managing client relationships. Strong team player focused on efficiency, organization, and customer satisfaction.

WORK EXPERIENCE

ROIT Solutions

Key Account Manager

Feb 2023 – Present

- Manage a portfolio of corporate clients, acting as the main point of contact.
- Identify upsell and cross-sell opportunities to drive revenue growth.
- Prepare and present commercial proposals and business reviews.
- Lead contract negotiations and ensure client satisfaction and retention.
- Collaborate with internal teams to deliver solutions and resolve issues.
- Monitor KPIs and ensure compliance with SLAs and performance goals.

California Donuts Company – Curitiba, Brazil

Manager

Jan 2022 – Feb 2023

- Supervised daily store operations, including staff scheduling and training.
- Managed inventory, purchases, and supplier communication.
- Handled cash flow, payroll, and billing activities.
- Ensured high standards of food quality, hygiene, and customer satisfaction.

California Donuts Company – Curitiba, Brazil

Barista

Jan 2021– Dec 2021

- Prepared and served hot and cold beverages (espresso, cappuccino, iced drinks).
- Provided friendly and efficient customer service.
- Maintained cleanliness of coffee machines and work areas.
- Followed hygiene and safety standards at all times.

California Donuts Company – Curitiba, Brazil

Kitchen Assistant

Jan 2019 – Dec 2020

- Produced donuts: frying, filling, and decorating with various toppings.
 - Operated kitchen equipment such as mixers, fryers, and rollers.
 - Prepared fillings, sauces, and toppings for pastries and sandwiches.
 - Maintained organized work areas and followed hygiene protocols.
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EDUCATION**Bachelor's Degree in Accounting**

Jan 2011 – Dec 2014

SKILLS AND COMPETENCIES

- Customer Service & Teamwork
- Team Leadership
- Fast-paced Food Preparation
- Hygiene & Food Safety Standards
- Time Management & Organization
- Problem Solving
- Attention to Detail

LANGUAGES

- Portuguese: Native
 - English: Intermediate (B2)
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