

João Paulo de Azevedo Sabóia Santos

Aurora, CO 80013 · +1 (239) 460-9240 · jpsaboia10@gmail.com

Professional Summary

Motivated and reliable professional with 9 years of experience in client-facing roles within the financial sector. Strong team player with excellent customer service and communication skills, able to interact effectively with diverse audiences. Currently residing in Aurora, CO with valid F-2 visa status and fully available for seasonal, temporary, or entry-level positions. Fast learner, dependable, and comfortable with physical tasks and dynamic, multicultural work environments.

Work Experience

Investment Specialist – Bradesco | Salvador, Brazil (Sep 2020 – Dec 2024)

- Managed a portfolio of approximately 400 clients, building long-term relationships and maintaining high satisfaction levels.
- Provided in-person and remote advisory services, adapting communication style to different client profiles.

Assistant Prime Manager – Bradesco | Salvador, Brazil (Apr 2018 – Sep 2020)

- Supported relationship managers serving high-net-worth clients, ensuring accuracy and service excellence.
- Worked cross-functionally with different departments to resolve client issues efficiently.

Prime Banking Teller – Bradesco | Salvador, Brazil (Aug 2015 – Apr 2018)

- Provided daily face-to-face service to high-net-worth clients with professionalism and empathy.
- Performed routine banking operations with strong attention to detail and compliance.

Education

Bachelor of Law (LL.B.) – Estácio de Sá University | Salvador, Brazil (2012 – 2018)

Full scholarship awarded based on performance in the Brazilian National High School Exam (ENEM).

Skills

- Teamwork and collaboration in fast-paced environments.
- Clear verbal and written communication with clients and colleagues.
- Customer service and relationship building.
- Basic computer skills: Microsoft Office (Excel, PowerPoint, Word).
- Reliability, punctuality, and strong work ethic.
- Ability to learn new tasks quickly and follow instructions.

Languages

- Portuguese – Native
- English – Good working knowledge
- Spanish – Basic