

Mateus Alencar

Bilingual Customer Success & Sales Professional

Manaus, Brazil | Open to Remote (U.S. & Global)

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Professional Summary

Results-driven Bilingual Professional with a Law degree and over 8 years of experience in Customer Success, Sales, and Client Relationship Management. Strong expertise in conflict resolution, strategic negotiation, and consultative sales. Proven ability to build long-term client trust, improve retention, and drive revenue growth in competitive markets. Experienced working with diverse customers across international environments.

Core Competencies

- Customer Success & Client Retention
- Sales Development (SDR) & Consultative Selling
- Conflict Resolution & Mediation
- Strategic Negotiation
- Account Management
- Bilingual Communication (English & Portuguese)
- Remote Team Collaboration
- Problem Solving & Analytical Thinking

Professional Experience

Entrepreneur & Sales Consultant – Retail & E-commerce | Brazil & U.S. Market

- Led customer acquisition and retention strategies in competitive retail and online markets.
- Managed high-value client relationships, ensuring strong satisfaction and repeat business.
- Handled complex customer concerns and disputes, applying structured conflict resolution techniques.
- Developed consultative sales processes to identify client needs and deliver tailored solutions.
- Collaborated with international suppliers and partners, navigating cross-cultural communication effectively.

Education

Bachelor of Law (LL.B.) – Brazil

Additional Information

Legally authorized to work remotely for international companies. Highly adaptable, resilient, and comfortable in fast-paced, performance-driven environments.