

Lauana Juliana Souza De Almeida

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PROFILE

Highly motivated and reliable service professional with solid experience in retail, customer service, logistics support, cleaning, and administrative assistance. Proven ability to work efficiently in fast-paced environments, manage multiple tasks, and maintain high standards of organization, cleanliness, and customer satisfaction. Experienced in sales assistance, order management, inventory organization, billing and shipping support, and daily operational tasks. Demonstrated strong work ethic through hands-on responsibilities including cleaning workspaces, restrooms, shelves, cabinets, and common areas, ensuring a safe and organized environment. Recognized for being responsible, adaptable, and quick to learn, with the ability to follow instructions, work independently, and collaborate effectively as part of a team. Comfortable handling repetitive and physical tasks, assisting customers, and supporting operations where reliability and consistency are essential. Committed to maintaining quality, efficiency, and professionalism in seasonal, temporary, or long-term roles, and motivated to contribute positively to the success of any company.

WORK EXPERIENCE

Sales Assistant - IngáFlex ID Solutions (Nov 2023 - Present)

During my time at IngáFlex ID Solutions, I was responsible for supporting daily sales operations and assisting clients. My role included teamwork across departments, as well as maintaining the cleanliness and organization of desks, cabinets, and work areas. I consistently ensured an efficient, accurate workflow with high organizational standards, while supporting clients and colleagues in a dynamic environment.

Billing & Shipping Assistant - Transportes Rodoviário 1500 Ltda (Jun 2022 - Nov 2023)

In this role, I assisted with logistical and administrative tasks. In addition to administrative responsibilities, I kept cabinets, desks, and shared workspaces clean and organized, contributing to an efficient and professional work environment.

Cashier - Supermercado Nova Era (Oct 2020 - Apr 2022)

As a Cashier, I handled cash transactions and assisted an average of 200 customers daily. In addition to checkout responsibilities, I supported store operations by cleaning restrooms, hallways, shelves, and common areas. I worked efficiently in a high-volume environment, maintaining accuracy, organization, and a positive attitude while ensuring excellent customer service.

Store Assistant – Itiban Embalagens (Jan 2018 - Feb 2018)

During my role as a Store Assistant, I provided customer service, organized inventory, and ensured store cleanliness. I was responsible for cleaning floors and restrooms, organizing products, and maintaining a safe and welcoming environment for customers and staff. My attention to cleanliness and organization helped support daily store operations and customer satisfaction.

SKILLS

Housekeeping & Cleaning Operations
Customer Service
Inventory & Supply Management
Reliability & Strong Work Ethic
Attention to Detail & Quality Standards
Problem Solving & Initiative
Adaptability in Fast-Paced
Environments
Team Collaboration & Communication
Time Management & Productivity

EDUCATION

High School Diploma - Colégio Estadual Saldanha Rocha
Technical Program in Administration and Advanced Computing - Cebrac
Housekeeping Tasks and Procedures - Alison

LANGUAGES

English – Basic (studying)
Portuguese – Native