

STEPHANIE CAROLINE FERREIRA

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PROFESSIONAL SUMMARY

Customer service professional with experience in retail, administrative support, and front desk operations. Skilled in assisting customers, organizing daily operations, and maintaining a positive service environment. Reliable team player with strong organizational skills and motivation to work in hospitality environments such as hotels, resorts, and restaurants.

SKILLS

Customer Service	Guest Assistance
Cash Handling	Administrative Support
Organization & Planning	Teamwork
Attention to Detail	Fast Learner

WORK EXPERIENCE

Sales Associate & Makeup Consultant – KIKO Milano – Londrina, Brazil (Nov 2025 – Feb 2026)

- Assisted customers with product selection and recommendations
- Provided makeup demonstrations and personalized service
- Maintained store organization and product displays
- Supported daily store operations and team sales goals

Receptionist – Dental Clinic – Londrina, Brazil (Aug 2025 – Oct 2025)

- Welcomed and assisted clients in person and by phone
- Scheduled and confirmed appointments
- Organized documents and maintained records
- Managed daily schedules and administrative tasks

Administrative Secretary – Occupational Health Clinic (GMSO) – Londrina, Brazil (Apr 2025 – Aug 2025)

- Scheduled occupational medical exams
- Assisted companies and candidates with documentation
- Organized records and supported administrative processes

Cashier / Customer Service – Arezzo – Londrina, Brazil (Jan 2025 – Apr 2025)

- Processed payments and handled cash transactions
- Assisted customers with purchases and inquiries
- Maintained an organized and clean work environment

Event Promoter / Hostess – Londrina, Brazil (Various Events)

- Assisted guests during events and receptions
- Provided customer interaction and brand representation

EDUCATION

Bachelor's Degree in Business Administration (Starting 2026) – Anhanguera University, Brazil

LANGUAGES

Portuguese – Native

English – Basic (A2)