

Juliene Maraldi



Profile

I am a highly dedicated professional with over a decade of experience across operations, banking, and household management, combining technical expertise with organizational excellence. At CPFL, I mastered the analysis of service orders and data management in SAP, ensuring efficiency and cost reduction. My banking background at Santander sharpened my customer service, financial operations, and compliance skills, always delivering accuracy under pressure. Earlier in my career, I developed strong discipline and multitasking abilities as a housekeeper, managing routines with precision and care. I am recognized for my attention to detail, proactive problem-solving, and ability to maintain order in dynamic environments. My adaptability allows me to thrive in both technical and customer-facing roles, always focused on results. I bring reliability, commitment, and a drive for excellence to every challenge I embrace.

Professional Experience

Operations Assistant - Companhia Paulista de Força e Luz (CPFL) – 05/2015 – Present

I have been working as an Operations Assistant at CPFL since 2015, where I developed strong expertise in analyzing service orders for low-voltage commercial clients. My main goal is to optimize technician scheduling, ensuring efficiency and reducing operational costs. I use the Logos management software to conduct detailed analyses of installation histories, guaranteeing accuracy in records and reliability of customer information. I am also responsible for extracting and managing data in the SAP CCS system, updating databases with critical information such as transformer and meter numbers, consumption readings, and other relevant details. This role requires precision and organizational skills, which I apply daily. Beyond technical tasks, I maintain the organization of my department, keeping the workspace clean and functional. This reflects my commitment to excellence and high-quality results.

Banking Assistant (J4) - Banco Santander S/A – 10/2010 to 07/2014

During my career at Banco Santander, I worked as a banking assistant, performing essential functions for the smooth operation of the branch. I served as a cashier, handling deposits, withdrawals, transfers, and bill payments with speed and accuracy. I supported the branch manager in opening payroll accounts for corporate clients, strengthening business relationships and ensuring customer satisfaction. I was also responsible for filing important documents, maintaining organization and compliance in internal processes. At the end of each day, I managed the closing procedures and ensured the workspace was clean and orderly, demonstrating responsibility and care for the environment. This experience taught me discipline, focus on results, and the ability to handle financial demands under pressure. I consistently delivered quality service and built trust with clients, making this period a valuable stage of professional growth.

Housekeeper - Iansen Wiczorek Family – 03/2005 to 09/2009

As a housekeeper, I carried out tasks that required dedication, organization, and attention to detail. I was responsible for the complete cleaning of the residence, including bedrooms, living rooms, bathrooms, kitchen, laundry area, garage, and backyard, ensuring a pleasant and hygienic environment. I managed the weekly change of bed, table, and bath linens, keeping all items clean and ready for use. I prepared daily meals with care and hygiene, adapting to the family's routine. Additionally, I handled grocery shopping, organizing food supplies and cleaning materials needed for the household. This role taught me the importance of discipline and responsibility in continuous tasks. I developed strong organizational and planning skills, essential for maintaining household routines. It was a period where I refined my ability to balance multiple responsibilities efficiently.

Contact

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Language

- Portuguese - Native
- English - Studying

Education

- Technologist in Business Management – Anhanguera College, Campinas, SP – 11/2019
- Gastronomy – Instituto Gourmet, Campinas, SP – 02/2020

Microsoft Office Suite: Excel, Word, PowerPoint, Outlook & Internet


Skills


- Service Order Analysis and Optimization
- SAP CCS Data Management and Reporting
- Customer Service and Client Support
- Financial Transactions Processing (Deposits, Withdrawals, Transfers)
- Document Filing and Compliance Control
- Scheduling and Workflow Coordination
- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Operational Cost Reduction Strategies
- Workplace Organization and Maintenance
- Inventory and Procurement Management
- Team Collaboration and Cross-Functional Support
- Attention to Detail and Quality Assurance


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Cover Letter

Dear Hiring Manager,

I am excited to apply for a position within your organization, bringing over a decade of diverse professional experience in operations, banking, and organizational management. At CPFL, I honed my skills in analyzing service orders, managing data in SAP, and optimizing technician scheduling to reduce operational costs. My role demanded precision, problem-solving, and a strong commitment to efficiency, qualities I consistently deliver.

Previously, at Banco Santander, I gained valuable expertise in financial transactions, customer service, and compliance, ensuring accuracy under pressure while supporting corporate clients. My early career as a housekeeper taught me discipline, multitasking, and organizational excellence—skills that remain central to my professional identity today. I hold a degree in Business Management and specialized training in Gastronomy, complemented by proficiency in Microsoft Office and SAP. I am recognized for my adaptability, attention to detail, and ability to thrive in dynamic environments. I am confident that my background and dedication to excellence will allow me to contribute meaningfully to your team.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with your needs.

Sincerely, Juliene