

# FRED PACHECO DE PAULA

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## PROFESSIONAL SUMMARY

Results-oriented professional with 15 years of experience at one of Brazil's largest corporations, with a proven record of career growth, customer service, negotiation, problem-solving, and achieving challenging performance goals. Adaptable, reliable, and prepared to contribute across different industries and business environments. Open to employment opportunities that provide EB-3 Skilled Worker sponsorship.

## PROFESSIONAL EXPERIENCE

### **BANCO BRADESCO — Brazil**

#### **Business Manager & Services**

May 2025 – Present

- Manage customer relationships by identifying individual needs and providing appropriate solutions.
- Negotiate solutions and resolve customer issues efficiently and professionally.
- Consistently work toward challenging performance goals and business targets.
- Develop strategies to address customer and business challenges.
- Manage multiple priorities in a fast-paced corporate environment.
- Maintain high standards of customer service and professional communication.

#### **Assistant Manager — Business Banking**

September 2021 – May 2025

- Managed relationships with business customers and supported their day-to-day needs.
- Identified customer needs and developed appropriate solutions.
- Handled negotiations, problem-solving, and follow-up of customer requests.
- Worked toward challenging goals and performance targets.
- Maintained strong customer relationships while managing multiple priorities.

#### **Administrative Supervisor**

June 2019 – September 2021

- Supervised daily activities and supported efficient branch operations.
- Organized demands and monitored activities and performance.
- Supported team members in problem-solving and achieving performance goals.
- Assisted with customer-related issues and operational demands.
- Worked effectively under pressure while maintaining service quality.

**Teller**

June 2012 – June 2019

- Provided direct customer service while handling transactions with accuracy and attention to detail.
- Resolved customer requests and issues efficiently.
- Followed established operational procedures and service standards.
- Maintained quality, accuracy, and efficiency in a fast-paced environment.

**Banking Clerk**

October 2011 – June 2012

- Provided customer service and administrative support.
- Assisted with daily operational activities and customer requests.
- Organized documents, information, and administrative demands.
- Developed a strong foundation in customer service and corporate operations.

**EDUCATION****Associate Degree in Financial Management**

Currently pursuing

**CERTIFICATION**

**CPA-10 — ANBIMA**

**CORE SKILLS**

Customer Service | Relationship Management | Negotiation | Communication | Problem Solving | Goal Achievement | Results Orientation | Working Under Pressure | Organization | Adaptability | Decision-Making