

ERIKA RODRIGUES

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PROFESSIONAL SUMMARY

Dynamic and results-driven Customer Service and Sales Specialist with extensive experience delivering high-quality support, handling client relations, and managing retail operations across Portugal and Brazil. Proven track record in fast-paced environments, resolving customer inquiries, and driving conversions. Fluent in Portuguese and English, equipped with excellent communication skills to excel in international remote customer support roles.

PROFESSIONAL EXPERIENCE

Store Associate | Garrafeira Soares (Portugal)

- Delivered personalized customer assistance and product consulting, ensuring an outstanding client experience.
- Managed point-of-sale (POS) operations, cash handling, inventory management, and stock replenishment.

Sales Assistant | SEEU Store (Alvor, Portugal)

- Provided face-to-face customer support, guiding international clients through their purchasing decisions.
- Maintained store operational routines, organizing displays and optimizing the shopping environment.

Customer Support & Sales Promoter | Vodafone Amigo Quiosque (Portimão, Portugal)

- Engaged in active customer prospecting and delivered detailed pitches on telecommunications services.
- Focused heavily on lead conversion and sales targets, resolving client doubts to close contracts.

Executive Secretary | Prefeitura de Itu (Brazil)

- Provided high-level administrative support, managed complex agendas, and handled phone and in-person inquiries.
- Organized internal documentation and streamlined administrative processes for public service.

Customer Service Representative (SAC) | Atento (Brazil)

- Handled inbound and outbound customer support requests, resolving inquiries and complaints efficiently.
- Logged detailed customer interactions, tracking tickets within the internal CRM system to ensure high satisfaction.

Sales Advisor | Wizard Language School (Brazil)

- Conducted consultative sales for language courses, managing end-to-end student prospecting, negotiation, and enrollment.

ADDITIONAL EXPERIENCE

- **Counter Attendant** | GUDEN AÇAÍ (Aqua Portimão, Portugal) – High-volume customer service and order processing.
- **Cashier** | Amanhecer Cantinho D'Ana Market (Portugal) & Riachuelo (Brazil) – POS terminal operations and payment handling.
- **Receptionist & Sales Consultant** | Bluefit & Bio Ritmo Academias (Brazil) – Front desk management, access control, and membership sales.

SKILLS

Languages: Portuguese (Native), English (Fluent / Advanced)

Professional Skills: Customer Service, Sales & Consulting, Relationship Management, Active Listening, Problem-Solving

Technical Skills: POS System Operations, CRM Data Entry, Administrative Support, Microsoft Office Suite

EDUCATION

High School Diploma | Taboão da Serra, SP, Brazil