

ISABEL CRISTINA SILVA

Rio de Janeiro, Brazil

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PROFESSIONAL SUMMARY

Accounting and administrative professional with extensive experience in municipal revenue collection, accounting operations, contract administration, enterprise systems, and customer service. Experienced in handling in-person and online inquiries, supporting tax collection processes, testing information systems prior to their deployment on the internet, and working with SAP. Seeking opportunities in accounting, administrative support, or customer service in the United States.

CORE SKILLS

- Accounting Operations
- Municipal Revenue Collection
- Tax Collection Procedures
- Administrative Support
- Contract Administration and Control
- SAP
- Information Systems Testing
- In-Person and Online Customer Service
- Microsoft Office

PROFESSIONAL EXPERIENCE

Municipal Finance Department — Rio de Janeiro, Brazil

Municipal Revenue Collection Controller | 2004–Present

- Provide in-person and online customer service regarding municipal finance and revenue-related matters.
- Perform administrative procedures related to municipal tax collection.
- Conduct information systems testing before systems are made available online.
- Support the operation and delivery of digital services related to municipal revenue procedures.

Vivo — Brazil

Administrative Professional | 2000–2004

- Used SAP in administrative operations.
- Monitored and maintained contract control records.
- Supported administrative processes related to contract management.

Electric Energy Research Center (CEPEL) — Brazil

Accountant | 1989–1999

- Performed accounting management and operational activities.
- Supported accounting routines and related financial processes.

EDUCATION

Postgraduate Studies in Accounting

Fundação Getulio Vargas (FGV) | 1995

Degree in Accounting

1989

TECHNICAL SKILLS

- Microsoft Office
- SAP
- Information Systems Testing

LANGUAGES

- Portuguese: Native
- English: Fluent