FERNANDA PIERRONI

Brazilian | Portuguese (Native) | English (Basic)

PROFESSIONAL SUMMARY

Customer service and commercial professional with experience in financial services, sales, credit operations, account opening, insurance, financing, and collections. Also experienced in digital marketing, online sales traffic management, and creating promotional content. Skilled in customer relations, prospecting, meeting sales targets, and working in fast-paced environments.

WORK EXPERIENCE

Commercial Analyst | Crefisa | September 2021–Present

Provide customer service to INSS clients, open current accounts, and offer credit products through telemarketing. Work under pressure and meet company sales targets.

Digital Marketing and Traffic Manager | Self-Employed | January 2021–Present

Create digital information products, including original PLR products. Design digital marketing materials, edit videos and images, and write persuasive copy. Continuously study digital marketing to keep skills current.

Monitoring Operator | Infraseg Segurança | December 2019–April 2021

Supervised and controlled monitored operations at a major Correios operations center in Indaiatuba, Brazil.

Financial Products Assistant | Renner S/A | November 2015–December 2017

Promoted credit cards and insurance products, provided customer support, negotiated debts, and acquired and prospected new customers.

Retail Sales Associate | O Boticário | November 2014–January 2015

Sold and demonstrated products from the company's product lines.

Credit Agent | Banco do Brasil | June 2012–February 2013

Sold loans, conducted external prospecting, and offered financing, insurance products, and account-opening services.

Apprentice | Mercantil do Brasil | August 2011–January 2012

Conducted self-service customer prospecting, promoted loans and insurance, and performed administrative duties.

Sales Associate | Elvis Cosméticos | May 2010–May 2011

Sold cosmetic products.

EDUCATION

High School Diploma — Completed

ADDITIONAL COURSES

Circular Economy — SENAI (October 2020, completed)
Advanced Excel — Udemy (January 2019, completed)
Entrepreneurship — SENAI (January 2019, completed)

LANGUAGES

Portuguese: Native | English: Basic (reading, writing, and conversation)

ADDITIONAL INFORMATION

Committed, responsible, and focused on delivering excellent results. Seeking a stable career with opportunities for professional and personal growth, while exceeding expectations with ethics and responsibility.