

Thyara de Oliveira

Dublin - Ireland | Nationality: Brazilian (EU/ Irish Permanent Residency: Full Work Permit) ✉

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SUMMARY

Bilingual professional (Portuguese & English) holding a **Bachelor's Degree in Arts and Design** and also a **Masters of Business Administration in Marketing**. Over 9 years experience in **customer service** and **technical support**. I am used to identifying solutions for many customer issues, while adhering to company policies, guidelines and procedures. I am familiar with **negotiating** profitable **partnerships** and alliances with **vendors**, contacting **prospective clients**, preparing **quotes** and building customer loyalty. I am an expert in **producing communication and events materials** for companies, overseeing **logistics** procedures and handling **budgets**. I have vast experience of **elaborating analysis reports**, updating information in the **company's website and intranet** and maintaining a **professional image** while dealing with **complaints and unplanned situations**. I can work effectively as part of a team and also independently with a strong ability for completing tasks in a timely manner. *I am also open to opportunities in the Customer Services or Help Desk area.*

Expertise: Customer Service | Administrative | Help Desk | Logistics | Portuguese & English

EDUCATION

- **Professional Diploma in Digital Marketing and Social Media** | Fitzwilliam Institute - Dublin | 2020
- **MBA in Marketing (QQI Level 9)** | Dublin Business School - DBS - Dublin | 2017 - 2018
- **Honours Bachelor's Degree in Arts and Design (QQI Level 8)** | University: Universidade Federal do Ceará, UFC -Brazil | 2008 - 2012

Further Education & Certificates

- **Business English for ESL Students (Proficient)** | The English Studio | 90 h | Jan 2017 - July 2017
- **Preparation for IELTS** | IELTS Grade 8.5 | AB College | 90 h | May 2016 - December 2016
- **Pronunciation Improvement for Effective Communication in ESL** | Lado International School | Washington DC | Sept 2012-2013

EXPERIENCE

Wix - Ecommerce & Point of Sales Product Support - Customer Service Expert / Full - time | (www.wix.com) - Ireland | Jun 2021 - Present

- Build strong relationships with Wix users, uncover their needs and help guide them through their user journey.
- Offer them new options and alternatives where appropriate.
- Develop expertise in Wix products and stay up to date with new features and improvements.
- Work with other departments and product teams, and liaise with them about our users' needs to impact product roadmaps based on user voice.
- Analyze user behavior and relevance to determine their effect on user satisfaction.
- Manage email, phone, chat, and/or other communication channels as a primary contact for Wix users.

HSE Live Agent - Customer Service Executive / Full - time | Covalen Solutions (<https://covalensolutions.com>) - Ireland | April 2021 - June 2021

- Data Input into company's CRM system
- Responsible for registering irish residents for the COVID - 19 Vaccinations
- Receiving inbound calls from customers through a virtual call centre, answering various questions. ● Manage outbound phone calls in an efficient and timely manner.
- Collating information from customers via these telephone calls. Documenting information in the relevant systems and providing the customer with information and updates.
- Completing administration tasks and entering the data collated in a timely manner. ● Ensuring that accurate records are maintained in the relevant systems.
- Perform all duties in line with the expected standard of Quality.
- Following guidelines to ensure service is delivered at a standard that matches the requirements of the Company and our client.

Achievements

- Exceeded clients expectations by demonstrating exceptional organizational skills on various projects ● Praised by colleagues for my ability to overcome obstacles in a quick and calm manner.

Marketing & Social Media / Freelance | Stubborn Monkey Media (<https://www.stubbornmonkeymedia.com>) - Ireland | November 2020 - Current

- Responsible for design and content of the company's website and social media accounts. ● Managed and implemented business strategies for growing the company.
- Built relationships with clients through effective communication and outstanding attention to detail of client briefs, their brand identity and their targeted demographic
- Collaborated with creative departments on the implementation of various creative briefs which included video, photography and social media content.

Achievements

- Exceeded clients expectations by demonstrating exceptional organizational skills on various projects ● Praised by colleagues for my ability to overcome obstacles in a quick and calm manner.

Barista | Insomnia (<https://www.insomnia.ie>) - Ireland | November 2019 - April 2021

- Responsible for the day to day running of a busy cafe in a popular and affluent area and maintaining the health and safety standards to an exceptional level for optimal customer experience.

Achievements

- Commended by management for my ongoing excellent customer service skills.

Management /Team Lead | Camile Thai Kitchen (<https://www.camile.ie/location/stillorgan/>)- Ireland | December 2018 - November 2020

- Oversight on hiring, training and monitoring of all staff throughout shifts and various stages of their employment
- Managed and organised rosters, payroll and other administrative activities related to the business ● Supervised and maintained health and safety standards for various stores in Dublin ● Trained staff on how to handle the phone service and how to effectively deal with customer queries and complaints

Achievements

- Showed outstanding customer service by resolving issues and helping to build customer loyalty ● Demonstrated flexibility and willingness to take on new roles and responsibilities to help the overall operation and performance of the company

Management /Team Lead | Dominos Pizza (<https://www.dominos.ie>) - Ireland | November 2016 - December 2018

- Oversaw entire store operations in exceptionally busy environment
- Responsible for the daily upkeep of store inventory, cash operations and staff schedules ● Coordinated with various franchisees throughout Dublin to maintain the smooth operation of my store and assisted in stock transportation to ensure adequate levels of produce where available when needed.

Achievements

- Worked my way from entry level staff member to management in less than a year, which was also my first job in Ireland.
- Praised due to my punctuality and creativity with daily activities.
- Demonstrated excellent professional character and attitude with employees while maintaining a professional image.
 - Maintained a friendly manner and calm, positive demeanour when handling unplanned situations.

Cultural Exchange Program/ Au Pair | Au Pair Care (<https://www.aupaircare.com>), USA | May 2012 - May 2014

- Helping children with after school activities, serving meals, helping with homework, providing emotional support, and transporting children to various appointments.
 - Coordinating with the parents to maintain a well organised schedule and stress free environment

Achievements

- Exceeded client's expectation by demonstrating exceptional organization skills to keep everything tidy in the house and for my professional daily conduct and routine with the children. ● Built long term relationships with my client families as we continue to communicate to this day

Administration & Customer Service Specialist | Órbita (<https://orbitabar.com.br>), Brazil | June 2009 - March 2012 and June 2014 - April 2016

- Responsible for the organisational operations of a busy bar.
- Managed the various bookings, schedules and accommodation of various events and entertainment on a weekly basis

Achievements

- Maintained quality control and improved communication for our customer service. ● Praised for my conflict management skills and strong ability to work effectively under stressful and fast paced situations.

Assistant Professor and Laboratory Specialist | Universidade Estácio (<https://estacio.br/cursos/graduacao>), Brazil | December 2010 - January 2011

- Utilized multitasking skills to effectively manage the workflow of duties and responsibilities during classes.
- Coordinated with students to set up and maintain schedules with professors

Achievements

- Built strong, lasting relationships with staff and students
 - Commended by professors for my punctuality, organisational skills and ability to multitask

GENERAL SKILLS

- **Language Skills:** Portuguese (Native) | English (Fluent) | Spanish (Intermediate) ● **Computer Skills:** Microsoft Office Suite (Powerpoint, Excel, Word, Outlook). Internet. Social media savvy. Adobe Creative Suite. SEO. HTML. CSS.
- **Soft Skills:** Customer focus and adaptability to different personality types. Ability to multitask, set priorities and manage time effectively. Strong verbal communication skills.

References Upon Request