

# Pamela Lopes

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Married | 26 years old | 2/60 ROYAL TERRACE, DUNEDIN, OTA 9016

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## Objective

Virtual administrative assistant full or part time.

## Professional Summary

Highly skilled and experienced professional, committed to delivering excellence in all facets of customer service and administrative support. I am versatile and hardworking driven to improve productivity and customer relations, communicative, focused, and keep an eye on detail person. With a can-do attitude, and high level skills with computers and technology. Moreover, probably the most important, I enjoy serving and helping people to find solutions to their needs. I am available to work full or part time and also available on weekends.

## Skills

- Trusted key holder
- Quick learner
- Skilled problem solver
- MS Windows proficient
- Strong interpersonal skills
- Customer-oriented
- Cash flow management
- Fluent in Portuguese
- Full drivers license
- P endorsement category

## Work History

### **CASUAL COMMUNITY ASSOCIATE | REGUS | JULY 2019 - CURRENTLY WORKING**

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance. Greeted customers and visitors in-person and via telephone calls.

### **UBER DRIVER | JUNE 2018 - CURRENTLY WORKING**

- From June 2018 to May 2019 working with Uber Eats, delivering food. With 97% positive feedback
- Currently working with UberX, carrying passengers. With high level ratings, and good feedback about my service and conversation.

### **CUSTOMER SERVICE REPRESENTATIVE | ACE RENTAL CARS QUEENSTOWN AIRPORT | NOVEMBER 2017 - MAY 2018**

- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
- Asked open-ended questions to assess customer needs. Greeted customers entering the store to ascertain what each customer wanted or needed.
- Provided an elevated customer experience to generate a loyal clientele.
- Described product to customers and accurately explained details and care of merchandise.
- **They gave the great opportunity of working as a CSR even when my English level was intermediate and I left only because my husband got a job in Dunedin and I moved with him.**

### **RECEPTIONIST | SESI JARAGUÁ DO SUL - BRAZIL | SEPTEMBER 2015 - JUNE 2016**

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance. Greeted customers and visitors in-person and via telephone calls.
- Answered inquiries and addressed resolved or escalated issues to management personnel to ensure client satisfaction.
- Corresponded with clients through email, telephone, or postal mail.
- **When I got to the company the customer data and documents weren't up to date, I updated everything and created files to keep everything organized and with easy access.**
- Kept reception area clean and neat to give visitors a positive impression of the company.
- **I left the company because I was coming to New Zealand.**

### **ADMINISTRATIVE ASSISTANT LEADER | VIMI NATURALES (NUTRACEUTICALS COMPANY) | SEPTEMBER 2014 - SEPTEMBER 2015**

- Helped with all sort of administrative routines such as recruitment, staff payments, accounts receivable, quoting and contracting service companies, stock control, keep the documentation up to date to send to the accountants every month, and even dealing with customers when we had a bigger issue.
- **My husband's family company in Rio de Janeiro, just left because they decided to close the company.**

### **RECEPTIONIST | ITAIVAN IMOBILIÁRIA (REAL ESTATE COMPANY BRAZIL) | FEBRUARY 2012 - SEPTEMBER 2014**

- Greeted incoming customers in a professional manner and provided friendly, knowledgeable assistance. Greeted customers and visitors in-person and via telephone calls.
- Answered inquiries and addressed resolved or escalated issues to management personnel to ensure client satisfaction.
- **Helped colleagues from another areas with data entry and archiving documents.**
- **As I have an easy going with technology I was the person that everybody asked for help when they had a problem with printers or computers. Mostly I could help and solve the problem, when I couldn't, then we would call a professional for help.**
- **I left the company to go to Rio de Janeiro to work in my husband's family company, they need help and we went there to help them.**

## **References**

- Ace Rental Cars - Queenstown Manager: Douglas Twycross Mobile: 0274369803
- Ace Rental Cars – Supervisor: Frances Anderson Mobile: 0274405010

## **Education**

- Escola Estadual Alfredo Zimmermann (Complete High School – Brazil) 2010.
- Administrative Routines course - Educamix - 2012.