

# Operations Manager – AWS Certified Solution Architect

## PROFESSIONAL EXPERIENCE

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### FREE NOW - Customer & Driver Care Specialist

September 2021 – September 2022

Responsible for all Customers' and drivers inquiries. Providing technical support, crosschecking account information to recover accounts. Committed to resolve issues at first call with an excellent Customer Service.

### Teleperformance Portugal, Lisbon – Operations Manager at Google Ads

September 2019 - September 2021

Manager of German, Portuguese and Spanish content reviewers for Curated Formats Ads of Google. Providing coaching, updates and training to my teams in order to reach client's KPIs.

### Teleperformance Portugal, Lisbon – Operations Manager at Epic Games

September 2018 – September 2019

Monitoring and coaching team performance when providing Customer Service. Point of contact for content creation; Organization of shifts, holidays and team scheduling.

### Teleperformance Portugal, Lisbon – Operations Manager at Supercell

October 2017 – September 2018

Ensuring team development and motivation ; providing training, coaching and monitoring to reach targets and Client's KPIs. Development of action plans for continuous improvement.

### Teleperformance Portugal, Lisbon – Customer Service Representative at Supercell

September 2016 – October 2017

Ensuring Providing technical and financial support to customer concerning all the products sold by the Company.

## LANGUAGES

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**Spanish:** Native

**English:** C1

**Portuguese:** C1

## PROFILE

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Passionate team leader, constantly adapting to innovation and changes. Excellent communicator and active listener, devoted to analyze quality and performance of my team in order to deliver the best customer service needed. I shape my agents to become future managers according to this motto: *no person can be a great leader unless he takes genuine joy in the success of those under him.*

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## EDUCATION

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### **AWS Certifications :**

AWS Solutions Architect – Associate  
AWS Cloud Practitioner

### **Master Degree in Education**

Institute of Theology,  
INSUT, Venezuela

### **Bachelor Degree In Theology**

Institute of Theology,  
INSUT, Venezuela