

BEATRIZ CADILHA

Customer Support Specialist

DETAILS

Portugal
+351 938 240 321
bibicadilha@gmail.com

LINKS

[LinkedIn](#)
[Coursera](#)
[Credly](#)

SKILLS

Adaptability

Team Working

Problem-Solving

Attention to Detail

Time Management

Communication Skills

Organizational Skills

Empathy

Machine Learning & AI

ChatGPT

Technical Skills

LANGUAGES

Portuguese

English



PROFILE

I am a highly organized and results-driven professional with over 4+ years of experience in **Customer & Technical Support, Administrative Assistant, and Data Analysis**. I've been providing exceptional service and resolving complex issues, which allowed me to improve my **proactive communication**. I'm comfortable using Help Desk tools such as **Intercom, Zendesk, and CRM Platforms**. I have expertise in **Microsoft Office Tools, Google Workspace, Data Analysis, and Research Methodologies**. I excel at **multitasking** and **thrive** in a dynamic or fast-paced environment. I am looking forward to relocating to another country.



EMPLOYMENT HISTORY

Technical Research Analyst at BitSight, Remote

June 2024 — September 2024

- Researched and processed company data with **99% accuracy**.
- Surpassed daily data processing targets, improving team efficiency by **30%**.
- Supported **Machine Learning Training** by providing accurate data through workflows.
- Worked securely in a **Mac environment** with **Proton VPN**.

Customer Service Agent at Foundever, Remote

July 2022 — May 2024

- Delivered high-quality Technical Support for the Airbnb project via email, phone, and chat, increasing **customer satisfaction and quality scores by 70%** within the team.
- Created a program that enhanced my efficiency and reduced error rates by **30%**.
- **Promoted to the Resolution Operations Team** for outstanding performance and leadership.
- Used **Chromebox environment**.

Virtual Assistance & Content Reviewer at Self-employed, Remote

June 2019 — September 2023

- **Managed administrative tasks** and provided remote client support, including email management, scheduling, and document organization.
- Conducted **content review** to ensure quality and consistency.
- Utilized tools like **Google Workspace** and **Notion**.

Administrative Assistant at Loureiro Martins, Viana do Castelo

August 2018 — August 2019

- Managed **scheduling** and **arrangements**.
- Handled **document management**, maintaining an organized filing system for both physical and digital records.
- Utilized **Microsoft Office** and **Google Workspace** to create reports, spreadsheets, and presentations.



INTERNSHIPS

Administrative Assistant Intern at Loureiro Martins, Viana do Castelo

June 2018 — August 2018

- Assisted with **scheduling** and organizing **meetings** to support the team.
- Helped manage **documents** and maintain filing systems for easy access.
- Supported **communication tasks**, including handling emails and coordinating internal processes.
- Assisted in creating **reports** and preparing materials

PERSONAL PROJECTS

Owner and Manager at Self-employed, Remote

March 2021 — June 2023

- Built a **digital product** business on Etsy, Shopify, Social Media, Discord, and Telegram.
- **Managed all operations** (marketing, payments, customer support).
- Sold the business to focus on developing new skills and exploring new professional opportunities.

EDUCATION

Administrative Secretary, High School Diploma, Escola Secundária Ponte de Lima

September 2016 — July 2018

REFERENCES

João Torrinha - Colleague from Foundever

torrinha22@gmail.com

SPECIALIZATION

Learn SQL Basics for Data Science, by The University of California

September 2024

Cloud Data Analytics, by Google

September 2024

Salesforce Sales Operations, by Salesforce & Pathstream

April 2024 — April 2024

Professional Certificate.

Digital Marketing & E-commerce, by Google

December 2023 — April 2024

Professional Certificate.

Sales Operations Management, by West Virginia University

October 2023 — October 2023

Professional Certificate.

Project Management, by Google

August 2023 — October 2023

Professional Certificate.

AI Developer, by IBM

July 2023 — August 2023

Professional Certificate.

COURSES

Google AI Essentials, by Google

November 2024 — November 2024

Lead Management, by Salesforce

April 2024 — April 2024

Sales and CRM Overview, by Salesforce

April 2024 — April 2024

Opportunity Management, by Salesforce

April 2024 — April 2024

Reports, Dashboards, and Customer Success, by Salesforce

April 2024 — April 2024

Email Marketing, by Google

April 2024 — April 2024

Marketing Analytics and Measurement, by Google

April 2024 — April 2024

Build, Launch, and Manage E-commerce Stores, by Google

April 2024 — April 2024

Interact with Customers Online, by Google

November 2023 — November 2023

Advertising, by Meta

November 2023 — November 2023