



CATARINA PINTO

FIRST LINE MANAGER

PROFILE

Self-motivated, resilient, team-oriented with strong organizational and interpersonal skills. Always looking forward to learn more, take on extra responsibilities and grow professionally.

SKILLS

TECHNICAL

- Microsoft 365
- CRM platforms (Zendesk, Salesforce, Khoros)
- Social Media Platforms

INTERPERSONAL

- Leadership & Teamwork
- Complex Problem-Solving
- Critical Thinking
- Organization

LANGUAGES

PORTUGUESE ●●●●●●
ENGLISH ●●●●●●
SPANISH ●●●●●●

INTERESTS

Reading, writing, fashion styling, photography and currently learning french

CONTACTS

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🌐 www.behance.net/tagide

WORK EXPERIENCE

First Line Manager

TELEPERFORMANCE | PORTUGAL, 2022- PRESENT

- Lead and guide a team's focus towards key metrics;
- Monitor and evaluate a team's performance;
- Facilitate effective communication;
- Address operational challenges and resolve conflicts;
- Ensure adherence to procedures and compliance with regulations and policies.

Customer Service Representative

TELEPERFORMANCE | PORTUGAL, 2020-2022

- Provided troubleshooting for virtual and augmented reality hardware and software, along with the respective end-user platforms;
- Floor support to new onboarding agents;
- Resolution assistance via email, chat and phone;
- Handle customer contacts that require the use of basic and advanced technical skills.

Hotel Receptionist (Night Auditor)

RESIDENCIAL FLORESCENTE | PORTUGAL, 2019-2020

- Check-ins and check-outs;
- Personalized service via phone, email and in-person;
- Handled complaints.

EDUCATION

Introduction to Psychology

YALE UNIVERSITY (COURSERA) | 2020

Cabin Crew Member

PROFLY ACADEMY | SPAIN, 2018

Tourism Technician

SANTA MARIA HIGH SCHOOL | PORTUGAL, 2015-2018

INTERNSHIPS

Hotel Receptionist

AVENIDA PARK HOTEL | PORTUGAL, 2017-2018

Tourism Technician

QUELUZ NATIONAL PALACE | PORTUGAL, 2016