

LEANDRO ROCHA PEREIRA

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Brazil, Cascavel, Paraná

Objective

Dedicated and customer-focused IT professional with a initial technical background seeking a Tier 1 Technical Support Agent position to leverage excellent troubleshooting skills and provide exceptional customer service

Skills

- Customer Service
- Troubleshooting
- Ticketing System
- Problem Solving

Education

Estácio de Sá UNESA EAD

Degree: Systems Analysis and Development

Expected Graduation Date: July 2024

Enrollment Period: January 2022 - July 2024

Certifications

Java OOP (Oriented-Object Programming) Course

- Udemy
- In Progress (Expected Completion: 10/24)

PostgreSQL From Beginner to Advanced

- Udemy
- In Progress (Expected Completion: 10/24)

Work Experience

Wikidados - Solutions and Developments

Technical Support Operator - Aug/2023

- Addressing a variety of customer inquiries, complaints, and suggestions regarding Telemetry and Tracking functionalities and services.
- Utilizing various communication channels, including email, CRM, WhatsApp, forms, and telephone, with the aim of resolving customer demands in the best and quickest way possible.
- Meeting SLAs (Service Level Agreements) and Satisfaction Indicators (Ticket resolution time, satisfaction level with resolutions).
- Conducting training sessions on the platforms and services provided.
- Monitoring and documenting customer interactions.

Languages

English: Advanced Proficiency C1 Level
Express myself fluently in any situation

Portuguese: Native
Fluent in both written and spoken