

ALINE MACIELANTUNES LOPES

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PROFESSIONAL PROFILE

Multilingual professional (Portuguese, English, French, Spanish and Italian) with a Post Graduate Degree in Finances and overall ten years of experience in customer services at banking and financial area is looking for a new position.

ACADEMIC QUALIFICATIONS

2024 - 2025	MBA in Neuroscience and Marketing Pontifícia Universidade Católica, São Paulo - Brazil
2024 - 2024	Translator Qualification finish in November 2024 Tradutor do Zero, São Paulo - Brazil
2021- 2022	MBA in Finances Fundação Getúlio Vargas, São Paulo – Brazil
2015 - 2016	Postgraduate in Marketing and Commercial Relations Universidade Presbiteriana Mackenzie, São Paulo – Brazil
2008 - 2011	Bachelor's Degree in Public Relation Universidade Cruzeiro do Sul, São Paulo – Brazil

WORK EXPERIENCE / KEY RESPONSIBILITIES

Translator - (2024 - Up to now) – Accordicts - www.accordicts.com

- Translate documents from Portuguese to English most academic transcripts, diplomas and certificates;
- Copy configuration of documents and keep them as similar as possible from the originals;
- Ensure that the documents are legible and with no mistakes.

Senior Bank Manager - (2021 – Up to now) – Itau Unibanco S.A

- Financial advisory aligned to the clients objectives;
- Expertise to manage a high-income physical customer portfolio;
- Knowledge in the investment market always thinking about the best recommendations;
- Responsible for the credit portfolio and identify the best opportunities for each customer;
- Monitor the economic scenario, market trends and financial indicators;
- Commercial experience routine and service to high-income customers;
- Experience in investment financial products.

Business Manager - (2020 – 2021) – Vivo Telefônica

- Design and implement business plans and strategies to promote the attainment of goals;
- Develop goals and objectives that tend to growth and prosperity;
- Ensure that the company has the adequate and suitable resources to

complete its activities;

- Organize and coordinate operations in ways that ensure maximum productivity;
- Maintain relationships with partners/vendors/suppliers;
- Gather, analyze and interpret external and internal data and write reports;
- Assess overall company performance against objectives;
- Ensure adherence to legal rules and guidelines.

Branch Manager (2011 – 2016) Banco Bradesco S.A. - Brazil

- Provided high standard customer service to customers with annual income from 40K or investments above 100K; I was responsible for 400 costumers B2C and B2B;
- Analyzed each costumer's characteristics and their chance of sales conversion adjusting the communication and strategies for each case;
- Analyzed and consulted commercial reports to elaborate a strategic sales plan;
- Analyzed campaigns and marketing channels performance;
- Analyzed the data base and the comercial portfolio in order to selling products suitable for each costumer. Product such as insurance, investment, credit card, credit, retail credit, financial products and so on;
- Analyzed the customers behavior, commercial history and characteristics;
- Created strategic plans and schedules to achieve commercial campaigns and meet the deadlines;
- Analyzed the sales flow to meet the criteria of the commercial campaigns.

Customer Services Supervisor (2008 – 2011) Levesa Leste Veículos - Brazil

- Supervised comercial relation among costumers, suppliers and internal public;
- Answered complex questions and understood specific problems of each costumer;
- Created and analyzed dashboards;
- Executed ombudsman and solving costumer service problems and post sale area;
- Established partnerships with stakeholders to solve problems; Provided prices recommendations based on support analysis;
- Organized and executed events for internal public and costumers;
- Supported customer service excellence on pricing, orders and provide service;
- Provided price negotiations specially in events;
- Coordinated the Call Center related to sales, costumer services and research about quality of services.

SKILLS PROFILE

Soft Skills: Planning and organizing skills; Excellent analytical and organizational skills; Ability to handle multiple assignments; Demonstrated ability to work to deadlines. Resilient, team worker and problem solver.

Computer Skills: Office Package, Photoshop and Power BI.

International Experience (study and work) between 2016 and 2019.