

Seasoned design professional with vast experience in driving an exceptional customer experience with more than 12 years working as a general manager for design organizations. Determined and experienced in developing client rapport, brand development and customer relationship.

HIGHLIGHTS

Innovative	Interpersonal Communication	Strong Client Relationship	Self-Starter, Multi-task
Decision Making	Bilingual (Portuguese, English)	Consumer Products	Complex Problem Solving
Leadership	Adaptability and Self-Motivated	Attention to Detail	Work Under Pressure

SOFTWARE

Computer Savvy	Microsoft Suite	Adobe Creative Suite	WordPress
Software Self-Learner	(Word, Excel, Power Point)	Imaging Software	HTML (Basics) & ASP (Basics)

EXPERIENCE

12/2019 – Current

Produce Clerk

Sobeys Extra - London, ON, Canada

Responsible for stocking and displaying fresh produce products while providing exceptional customer service that consistently exceeds expectations. Directly reports to the Market Manager.

- Provides excellent customer service by greeting, assisting customers, taking special orders and responding to customer inquiries and complaints.
- Communicates respectfully and effectively with customers on upcoming events, new merchandise and product replenishment to increase sales
- Stocks, rotates and faces fresh produce products according to department procedure.

01/2018 – Current

General Manager / Associate Designer / Founder

Alien Box - São Paulo, SP, Brazil

- Developed within 6 months the entire company's line of product from concept to production.
- Conceived a new method to die-cut Tyvek in a roll press without the need to cut in sheets increasing production speed by 300%.
- Modelled the product cost sheets and achieved the best result on each production technique used in the line of products.

09/2006 to 09/2019

Managing Director / Senior Graphic Designer / Founder

Estudio n'Ovo - São Paulo, SP, Brazil

- Slashed various clients trade event costs by 15% by negotiating pricing and fees and most important project details, while ensuring the continuation and enhancements of services.
- Increased clients profit margins on at least 5% by reducing various steps of production in the line of production.
- Prepared 70+ employees in different projects and tasks, advising, influencing and advising them into better professional, all of them are now designer at great companies.
- Delivered over 50 high-end Style Guides projects created for local and international companies such as Discovery, Nickelodeon, Universal Pictures and others.

01/2004 to 06/2006

Senior Graphic Designer

Gemini Brinquedos (Universal Kids Ltda) - Sao Paulo, SP, Brazil

- Collaborated with designers and product managers to get new Brands on the portfolio.
- Managed the job distribution and perform quality control on package and product designs.
- Controlled the flow of artwork between the company and the Chinese suppliers.
- Created graphics and illustrations for toys, games, and many other products, packages, catalogs and marketing needs (Brands including Hasbro, Disney, Warner and Mattel).

EDUCATION

07/2019 – 04/2020	Postgraduate Program: Marketing Management Fanshawe - Lawrence Kinlin School of Business - London, ON - Canada
07/2009 – 07/2011	Postgraduate Program: Business Administration Fundação Armando Alvares Penteado (FAAP) - Sao Paulo, SP - Brazil Dissertation: Simple Definitions of the Brand Licensing Market
02/2001 - 04/2005	Bachelor of Arts: Graphic Design Centro Universitario Belas Artes - Sao Paulo, SP - Brazil

LICENSES & CERTIFICATIONS

Issued – Jan/2020 Expires – Jan/2021	Google Ads Search Certification Credential ID: 42684047
Issued – Dec/2019 Expires – Dec/2020	Google Ads Credential ID: 37536547

LANGUAGES

English – Fluent	Portuguese – Fluent	German – Basic understanding	Spanish – Basic understanding
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VOLUNTEER ACTIVITIES

16/Nov/2019	Fanshawe College – Open House Wayfinder - London, ON
06/Oct/2019	Canadian Cancer Society – CIBC Run for the Cure start and finish line - London, ON