

# Jackeline Amorim Martins

Visa till October/24



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## 🌐 LANGUAGES

English

Portugues

Spanish

## 🎓 EDUCATION

### International Relations

Universidade Paulista

### Logistic

Universidade do Sul de Minas, Unis

### Business

Escola Técnica de Formação Gerencial

## 👤 PROFILE

Professional with high communication skills and know-how in Customer Service. Able to manage the daily routine in an organized manner and be flexible with their activities by multitasking.

## 📁 PROFESSIONAL EXPERIENCE

### Medtronic

Import Analyst

2022 – 2024

Communication with suppliers from Japan, Germany, India, France and the USA. Focus on delivering the product to the customer. Hiring import freight for raw materials, use and consumption, spare parts, machinery parts and finished products. Monitoring of shipment, transportation and customs clearance. Customs clearance knowledge. Analysis of all documentation: LL, GRU issuance, etc. Contracting and monitoring products from Brazil and services. Systemic updates via TOTVS and excel.

### Ofi - Olam Food Ingredient

Logistic Analyst

2019 – 2022

Management and communication to all sectors so that shipment is carried out according to the customer's specifications. Monitoring of shipments for export, intermediary between own and third-party warehouses with suppliers, financial sector, tax, transport companies, shipowners, port terminals, packaging suppliers, etc. Management of carrier invoices, freight contracting, control of loading scheduling in all warehouses in the region, responsible for controls and releases via the TOTVS system, and excel responsible for monthly and annual flow reports. Responsible for crente reports and kpi of all sector.

### Ethanol express

Logistic Analyst

2018 – 2018

Communication with the customer for punctual delivery. Responsible for managing fuel stock and purchase orders. Responsible for monitoring drivers' traffic via GPS and after-sales. Invoicing. Creator of a loss control system in Excel. Responsible for reports.

## SKILLS

Communication

Excel

TOTVS System Management

Purchase Order Management

Team Work

After sales

SAP

WMS

Sales Force

Report and KPIs

Customer Service

Organization

Customer support

### **Philips**

Customer Service Analyst

2014 – 2017

Customer Service, responsible for key accounts. Communicate with Customer and sales department to update deliveries and customer specifications. Order control, product availability control in stock, adapt to the contract specifications of each client (museums, football stadiums, avenue lighting, wholesale and retail stores), knowledge about specification of products (technology and raw material characteristic), logistics monitoring, after sales, documentation inspection, customer registration monitoring, monitoring of purchases of national and international products, payment deadline and resolution of problems that could harm the flow in SAP system. Creator of a control system in excel.

### **Bank of Brasil**

Receptionist

2014

Reception and report of internal costs, write official internal and external letters and memos via Microsoft Office Word. Customer service.

### **PAV**

Receptionist / Call center

2013

Receptionist and donor registration and service, entry control, service and receipt of donations. Call center to contact donors and attract new donors.

### **Compuway**

Courses Instructor

2011 – 2012

Instructor of Microsoft office Excel, Power Point and Word courses. Teach in a dynamic way. Responsible for practical exercises and tests.

### **Acissp**

Receptionist / call center

2011

Customer registration, debt collection, request for agreements, Call center for selling courses/lectures.

### **Bank Sicoob Nosso Crédito**

Intern

2010

Receptionist and customer service for help account holders, check control, registration and updating of customer records, card control, etc.