



# Raquel Martins

## Florida

### CONTACT ME

 +971 050 377 9064

 raquelmartins141@gmail.com

### ABOUT ME

I am a 28-year-old Brazilian, currently living in Dubai. Results-oriented professional with over 8 years of experience in office management, specializing in proficient use of Microsoft Excel, client relationship management, and various office routines. Graduated in Commerce Exterior in 2018, bringing a strong education in international business. Completed a Master's in Export Management in April 2023, Improving my expertise in the area. In the last two years, served as a Logistic Assistant at Leroy Merlin in Italy, contributing to the optimization of logistics processes and ensuring efficient supply chain operations.

### LANGUAGES

Portuguese - Native  
Italian - Advanced (C1 Certificate)  
English - Intermediate  
Spanish - Basic

### IT

Excel - Advanced  
Microsoft suite office

### PERSONAL DATA

Date of birthday: 08/04/1995

Nationality: Brazilian

Living in: Al Nahda 1

Visa: Tourist

Driver's international license

Available for transfer and relocations.

### EDUCATIONS

#### Master in Export Management - UNI

11/2022 - 04/2023

Gema Bussiness School - IT

Export Manager and business functions related to the management of foreign markets:

- From market analysis to commercialization
- International marketing
- Establishment and management of distribution networks in foreign markets
- Customs and tax aspects in foreign trade

#### Bachelor's degree in International Business

06/2015 - 12/2018

FMU- Brazil

Study of technology applied to commerce and international relations. Some topics covered include:

- International Trade Law
- Customs and Tax Legislation
- National and International Logistics
- Global Marketing
- International Trade Policies
- Import and Export Systems

# Experience

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## **Leroy Merlin – IT**

09/2021 - 12/2023

Logistics Assistant and Customer Service Specialist with a Focus on After-Sales

In this role, the responsibilities involve managing internal and external logistics areas, using material handling equipment. Precision in maintaining inventory records, both physical and digital, is upheld, with regular analyses conducted to ensure a continuous supply of products for both in-person and online customers. Additionally, direct communication with customers is established to coordinate the withdrawal of goods, receive and prepare products for delivery, ensuring they are the correct items and in perfect condition. I provide post-sales support, resolve issues, and offer assistance even after the product's warranty has expired. I also managed a temporary group of 5 persons to replenish products on the shelves for a period. Proficiency is demonstrated in using Excel for data analysis and report generation, as well as experience in operating the Pyxis software and our back-office system to ensure seamless operations.

Cargo transportation equipment used: Electric pallet jack/lift with platform, vertical lift truck (wave).

## **Az Casa – IT**

10/2019 - 06/2020

Home Goods Store - Sales Associate

Customer reception, utilization of cash registers equipped with diverse payment systems, proficient merchandise sorting, effective inventory management, meticulous product shelving, adept at offering tailored advice to customers by recommending the most suitable solutions based on their needs, skilled in using the Office package for comprehensive store management, and proficient in generating invoices for both VAT and wholesale customers.

## **DMG Food Products LTDA - BR**

10/2017 -12/2018

Office - Admin and personal assistant

Proficient in customer reception, adept at managing telephone networks, conducting thorough verification and inventory checks, and coordinating the correspondence of physical stock. Utilizes Excel for monitoring stocks and tracking competitors' pricing strategies. Offers valuable support in business management within logistics and merchandising sectors, actively contributing to promotional efforts through advertising and promotional campaigns. Additionally, skilled in handling the procurement of national and international flights, making hotel reservations, and organizing appointments and examinations, alongside other administrative functions. My role encompassed both administrative assistance and personal support.

## **BK Daher LTDA - BR**

03/2015 - 03/2016

Civil Registration - Reception

Worked in the State Office for the issuance and replacement of identity cards, focusing on direct interaction with the public. Responsible for managing customer files, conducting document verifications (including driver's licenses, vehicle registrations, and tax identification numbers). Offered expert advice on the appropriate registration procedures and documentation tailored to citizens' individual needs and requirements.

## **Cristina Bueno Imóveis LTDA - BR**

08/2012 - 09/2014

Real Estate Office - Reception cum Admin Assistant

Proficient in customer reception and adept at managing email correspondence. Diligent in handling corporate bill deadlines and demonstrating accuracy in creating and updating property listings for houses, apartments, and land on various internet platforms, websites, and social media channels. Also experienced in the preparation and monitoring of meeting rooms, as well as efficient spreadsheet management. Conducts thorough analysis of cadastral registration data for precise decision-making.