Gabriel Tavares

CUSTOMER SERVICE EXECUTIVE

Profile

Highly skilled professional, fluent in Portuguese and English with vastly experience in areas involving customer service, hospitality, training and management. Focused on providing the best customer experience and with a background of delivery and designing events in Brazil and Qatar. Possessing an exceptional commitment to quality and service. Proven track record of serving as an effective liaison between companies and their potential and current clients.

Employment History

Custome Service & Lead Trainer, GTS Training, Doha

MAY 2020 — PRESENT

- Develop and deliver comprehensive training according to clients needs
- Conduct proper training on financial management and customer service
- Assist in the development and training procedures
- Provide ongoing performance evaluation reports
- Design customer service activities accordingly to client's needs

Production Manager, Red Rock International, Doha

NOVEMBER 2020 — APRIL 2023

- Working as a productive and positive team member to design, code, test and report operations
- Responsible for updating information electronically in order to keep all parties informed of the progress of the project.
- In charge of the design, preparation and delivery of team builds and large events in Qatar
- Delivery of events to multi- cultural audience
- Perform other duties or special projects as assigned
- Assists in setting training schedules

Real Estate Leasing Agent, Nelson Park Property, Doha

JANUARY 2019 — MAY 2020

- Developed and maintained a strong online presence, to boost client engagement
- Successfully negotiated favorable terms for clients in more than 50 real estate transactions
- Managed all aspects of the rental process from preparation to close.
- Utilized CRM software to track customer data, interactions, and activity, resulting in improved customer service
- Cultivated an extensive network of real estate agents, landlords and other industry contacts to secure more rental opportunities
- Ensured customer follow-up to increase customer satisfaction.

General Manager, Livramento Properties, Rio de Janeiro

MARCH 2015 — NOVEMBER 2018

- Oversee and direct day-to-day maintenance operations
- Scheduled periodic and preventative maintenance
- Coordinated work and repaired schedules; inspect work to validate conformance to specifications, standards and budget
- Developed and maintained a good working relationship with contractors and associated technical resources

Details

Doha
Qatar
+974 3351 4573
gabrieltavares@msn.com

NATIONALITY

Brazilian

DRIVING LICENSE

Yes

DATE / PLACE OF BIRTH

06/06/1988
Brazil, Rio de Janeiro

Skills

- Customer Service
- Real Estate
- Microsoft Office
- Leadership Skills
- Strong understanding of customer Service
- Excellent communication Skills
- Ability to Work in a Team
- Ability to Work Under Pressure
- Effective Time Management
- Initiative and Problem-solving Abilities
- Staff Management
- Public Speaking

Languages

English

Portuguese

- Produced monthly reports for the senior management
- Hold team meetings to ensure everyone is aware of any changes within the organization.

General Manager, Conceição Properties, Rio de Janeiro

JUNE 2009 — MARCH 2015

- Performed comparative market analysis to estimate property's value
- Prepared documents such as rental contracts
- Administer fire safety, health and security protocols; routinely inspected and tested safety equipment and update necessary records
- Prepared invoices for maintenance and security staff payments
- Presented rental offers for owner's consideration
- Coordinated work and repair schedules to make sure it was in conformance to specifications, standards and budget

Education

Diploma in Financial Management, Unicesumar University

PRESENT

License C in Football Training, Brazilian Trainers Association, Rio de Janeiro

2018

Certificate of Advanced English, Cambridge University

JUNE 2011

High School Diploma, Colégio Pedro II, Rio de Janeiro

DECEMBER 2005