



# Taine Maciel de Oliveira

## Education

 30 hour - OSHA General Industry	University of South Florida
 Operational Sales	Pathstream
 Web designer certificate	Norwalk Community College Connecticut / United States
 Graduation Multimedia Production	Methodist University of São Paulo São Paulo / Brazil
 Computer technician	Etec Lauro Gomes São Paulo / Brazil

## Languages

**Portuguese**

Native

**English**

Fluent

**Spanish**

Intermediate

**French**

Basic

## Experiences

### CS Resolution Specialist

Current  
Amazon  
Bristol - CT / USA

Customer obsession, proactively facilitate package delivery by anticipating potential issues, maintaining clear communication, and strong digital proficiency.

### FC Associate

2022 - 2024  
Amazon  
Bristol - CT / USA

Enhanced customer satisfaction through efficient package sorting across diverse roles, including stowing and problem-solving. Actively committed to safety through participation in the Safety Team.

### FC Associate

2020 - 2021  
Amazon  
North Haven - CT / USA

Managed inbound inventory by accurately receiving and processing stock and materials, fulfilling requests efficiently, and ensuring proper organization.

### Marketing Analyst

2014 - 2015  
Hcon Engenharia  
Indaiatuba - SP / Brazil

Creating digital content and prints; contributing to the marketing plan; coordinating a project in 3D Unity for IOS/Android App; photography and the production of corporate videos; preparing material for a professional event; implementation of Google Cloud. Maintenance of computers.

### Creation assitant - Trainee

2013 - 2013  
Encomenda Global  
São Paulo / Brazil

Creating content for their Facebook and blog; flash banners, adverts for Google and Facebook; developing images for branding.

### Web design - Trainee

2012 - 2013  
InfoJobs (Group Anuntis)  
São Paulo / Brazil

Designing and creating all of the marketing emails, while programming the database to ensure the emails are sent correctly.

### Technical support Analyst

2010 - 2012  
Town of São Bernardo do Campo (G&P)  
SBC - SP/ Brazil

Maintenance of computers and printers; solving software issues; configuring windows and the network; personal service with customers, conducted within the ITIL standard.

## Volunteers and short experiences

### Webtour - Ilhabela, Brazil

Tour Guide, receptive the tourists arrived by ship and realise tour day around city

### Raasay House Hotel - Scotland

Maintenance of the building, housekeeping, help in the kitchen; photographing of some itens to be documented.

### Softwater Hostel Ericeira - Portugal

Photography, video capture and editing

## About

Graduated in Media Production at Methodist University of São Paulo, can speak Portuguese, Spanish and English and certified as a computer technician. Qualified as web developer by Norwalk Community College, OSHA and Operational Sales certified.

Most of my experience is on Technology area and I am looking foward to keep learning and improve my skills in the most varied areas.

My years of global travel have honed my adaptability, intercultural understanding, and problem-solving skills. Now I have focused my attention back on my career and would be grateful for the opportunity to learn and grow professionally.