

Andrea dos Santos Neto Fontana

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📍 United Kingdom

ABOUT ME: I am a Brazilian/English/Spanish translator and tutor with 12 years of experience and a degree in Human Resources, Journalism, Social Media, Finance and Marketing. Advanced level of computer skills.

● WORK EXPERIENCE

09/2021 – CURRENT

Customer Experience Associate II - Conduent

Providing support to customers via email, chat and phone and investigating their requests to find the best solution possible.
- Portuguese team, supporting the Portuguese speaker market around the world.

02/2006 – CURRENT

TRANSLATOR and JOURNALIST - Freelancer

- editing and producing texts for websites
- translation of books, documents, texts and websites from English to Portuguese
- proofreading texts from English to Brazilian Portuguese
- teaching Portuguese classes to foreigners in Brazil

Last book translated:

Low Carb: Plano Completo Da Dieta Low Carb Para 2 Semanas (Portuguese Edition)

in: <https://www.amazon.com/dp/B07N8D94FF>

31/10/2016 – 20/10/2017

JOURNALIST - Grão de Gente

Editing and producing content for maternity blogs and varieties.

01/02/2016 – 30/06/2016

HUMAN RESOURCES MANAGER - GRN Ambiental

I was responsible for the creation of the Human Resources Department, and hired the perfect candidate to stay in my position and rule the Department before I leave. The main duties were:

- recruitment and selection
- analysis and update of positions
- documentation for entry into the Port Terminal Integrator Luiz Antônio Mesquita (TIPLAM)
- documentation of admission, maintenance and dismissal
- absenteeism and punctuality
- calculations of salaries, termination, holidays, discounts, among others
- internal communication and monitoring of employees throughout the time in the company
- individual and team performance analysis
- general payroll, contracting and maintenance of benefits, such as, health insurance, transportation, food and meal voucher with the accounting firm
- update the legal bases of the entire department

02/04/2012 – 31/01/2013

HUMAN RESOURCES OFFICER - Pinte Pronto

Hired to build the entire department from scratch and leave it completely functional for the main office in São Paulo to rule all by itself. The main duties were:

- recruitment and selection
- analysis and update of positions

- documentation of admission, maintenance and dismissal
- absenteeism and punctuality
- calculations of salaries, dismissal, vacations, discounts, among others
- internal communication and monitoring of employees throughout the time in the company
- individual and team performance analysis
- general payroll, hiring and maintenance of benefits, such as, health plan, transportation, food and meal voucher
- update the legal bases of the entire department

01/09/2007 – 28/10/2011

HUMAN RESOURCES OFFICER - Grupo Selta

Started in the company as an assistant of the HR Department, I grew up on it and was responsible for the creation of the Group's security company, when I became the head officer of the department. The main duties were:

- recruitment and selection
- documentation of admission, maintenance and dismissal
- absenteeism and punctuality
- calculations of salaries, termination, holidays, discounts, among others
- contact and follow-up of employees throughout the time in the company
- general payroll, contracting and maintenance of benefits, such as, health plan, transportation, food and meal voucher.

● EDUCATION AND TRAINING

29/01/2001 – 30/11/2005 – Santos, Brazil

SOCIAL COMMUNICATION - Journalism

Universidade Santa Cecília

07/2012 – 12/2013 – Santos, Brazil

MBA IN HR MANAGEMENT

Unip - Universidade Paulista

● LANGUAGE SKILLS

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C1	C1
SPANISH	B2	B2	B1	B1	B1
PORTUGUESE	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● SOFT SKILLS

- coordination acquired during human resources experience (I was responsible for more than 100 employees)
- organization and control of quality control processes gained while creating the human resources department of some companies
- leadership acquired in the area of human resources (I led teams in my department)
- communication acquired both in the journalism course and in the human resources area
- textual interpretation and creation acquired in freelance work as journalist and translator
- ability to connect with the public through human resources, customer service and sales experience
- mentoring skills gained during department building (mainly for always worrying about letting someone totally up to speed, able to lead and work, in my place before leaving the company)