

LUCAS ALMEIDA

Administrative & Customer Support Professional

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EXAMPLE TEMPLATE All names, companies, results and contact details are dummy content. Replace every example with your own information before submitting.

PROFESSIONAL SUMMARY

Administrative and customer support professional with 6+ years of experience across operations, client service and remote coordination. Experienced in CRM administration, scheduling, documentation, customer communication and cross-functional follow-up. Comfortable supporting distributed teams and clients across different time zones. English: B2.

TIP Keep this to 3-4 lines. State who you are, the type of experience you have, your strongest job-relevant skills and the kind of work you are prepared to do.

CORE SKILLS

Customer Support • Calendar Management • CRM Administration • Google Workspace • Microsoft Excel • Document Control • Scheduling • Client Communication • Data Entry • Process Follow-up • Remote Collaboration • Basic Reporting

PROFESSIONAL EXPERIENCE

Senior Administrative Assistant | Northstar Services LLC

Jan 2024 - Present

Remote / São Paulo, Brazil

- Manage calendars, meeting logistics and follow-up for two directors working across US and Brazil time zones.
- Maintain CRM records for approximately 250 active contacts, updating notes, next actions and pipeline status after client interactions.
- Prepare weekly operational reports in Google Sheets and consolidate updates from sales, customer support and finance teams.
- Coordinate document requests and internal deadlines using ClickUp, creating a clearer follow-up process for the team.

Customer Service Representative | BrightCart E-commerce

Mar 2021 - Dec 2023

Remote / São Paulo, Brazil

- Handled 60-80 customer contacts per day by email, chat and phone relating to orders, payments, returns and delivery issues.
- Documented customer interactions in HubSpot and maintained complete case notes for escalations and follow-up.
- Resolved routine billing and delivery issues independently and routed complex cases with clear supporting information.
- Trained three new team members on ticket handling, CRM documentation and customer communication standards.

TIP Use reverse chronological order. Aim for 3-5 bullets for recent roles. Start with action verbs and show responsibility, tools, volume or outcomes when they are real.

LUCAS ALMEIDA | Resume Example

PROFESSIONAL EXPERIENCE - CONTINUED

Administrative Assistant | Moura & Santos Consultoria

Feb 2019 - Feb 2021

Campinas, Brazil

- Maintained digital records, invoices and client files for a 20-person consulting office using Microsoft 365 and SharePoint.
- Scheduled client meetings, prepared agendas and tracked outstanding documentation for consultants.
- Updated Excel trackers for approximately 120 recurring client accounts and flagged overdue items for follow-up.
- Supported reception, supplier coordination and day-to-day office administration during peak periods.

EDUCATION

Bachelor of Business Administration | Universidade Metodista de São Paulo

Completed 2018

São Paulo, Brazil

Relevant focus: operations, business communication and customer service.

TIP List qualification, institution, location and completion year. If you have little work experience, move Education above Professional Experience.

TOOLS & SYSTEMS

Google Workspace • Microsoft 365 • Excel • HubSpot • ClickUp • Trello • Zoom • Slack • SharePoint

LANGUAGES

Portuguese Native

English B2 / Upper-intermediate (example only - replace with your real level)

TIP Describe your real level. Use CEFR labels only if you understand them and can sustain that level in live conversation.

CERTIFICATIONS

Customer Service Foundations | Example Training Provider

2025

Advanced Excel for Business | Example Training Provider

2024

TIP Only include relevant certifications. Delete this entire section if you do not have any.

OPTIONAL PROJECTS / VOLUNTEER EXPERIENCE

Volunteer Operations Coordinator | Community Skills Project

2023

São Paulo, Brazil

- Coordinated schedules and attendance for a six-week skills programme involving 35 participants.

TIP Use this section when it strengthens a thin work history. Internships, freelance work, volunteer roles and substantial projects can all demonstrate real responsibility.

FINAL CHECK BEFORE YOU SEND

- ✓ Replace every dummy name, company, result and placeholder.
- ✓ Remove photo, age, marital status, ID numbers and full home address.
- ✓ Use a professional email, working LinkedIn link and check spelling, dates and verb tense.
- ✓ Tailor skills and bullets to the job, then save with a professional filename such as Lucas-Almeida-Resume.pdf.