

CUSTOMER SUCCESS

MARIA JOSÉ MANZANELLI

With a strong background in telecommunications and software industries, I am dedicated to delivering outstanding service to ensure customers have a seamless experience. I use CRM tools like Salesforce, JIRA, ServiceNow, and SAP to provide top-notch support to multinational clients, aiming for the highest levels of customer satisfaction. Also, I am fluent in Portuguese, English, and Spanish, which helps me connect better with people from different cultures and enhances my professional skills.

CONTACT

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Maria José Manzanelli (Link)

HARD SKILLS

- JIRA/Confluence
- SAP
- ServiceNow
- Salesforce
- MySQL

SOFT SKILLS

- Communication Skills
- Adaptability
- Customer Focus
- Team Collaboration

LANGUAGES

- Spanish (Native)
- English (C1)
- Portuguese (B2)
- Arabic (A1)

EXPERIENCE

CASE MANAGER | EXPEREO | 2022 - 2024

- Resolved network issues using Salesforce CRM, focusing on customer satisfaction
- Developed communication strategies for client interactions.
- Fostered cross-departmental collaboration to streamline processes.

SAC AGENT | VERIFARMA | 2020 - 2022

- Managed medical supply track-and-trace with Verifarma's SaaS.
- Resolved software incidents using Jira and MySQL
- Provided customized support to ensure client-supplier communication.

TEAM LEAD, FIELD HR SR. ANALYST | ACCENTURE | 2019 -2020

- Led HR operations for Avanade Brazil in Argentina, overseeing a team of 9.
- Successfully executed projects on time and within budget.
- Mentored junior staff and improved logistical processes using SAP and ServiceNow.

DATA ANALYST | COGNIZANT | 2019

- Managed DV360 client inquiries and optimized technical operations.
- Facilitated effective multilingual communication (English, Portuguese, Spanish) to support global collaboration and resolve issues efficiently.

CUSTOMER SUPPORT REPRESENTATIVE | CENTURYLINK | 2018 - 2019

- Provided trilingual technical support in Portuguese, Spanish, and English.
- Oversaw financial and technical matters from initiation to resolution.
- Translated reports and facilitated team-customer communication.

EDUCATION

IN PROGRESS

UNIVERSIDAD NACIONAL DE CÓRDOBA

Bachelor's Degree in English Public Translation

2004 - 2010

INMACULADO CORAZÓN DE MARÍA

High School Degree