

LUCAS GROZO TYEMPERTYOPOLOS

CUSTOMER SERVICE
BACHELOR OF BUSINESS ADMINISTRATION
BACHELOR OF INTERNATIONAL TRADE

PERSONAL PROFILE

A highly committed and experienced professional, with strong track record of achieving results in changing & challenging environments. Constantly looking to improve my skills and relationships with my team and customers.

SKILLS SUMMARY

- ✓ Proactive coordination
- ✓ Analitycal skills
- ✓ Business Inteligence
- ✓ Critical listening
- ✓ Customer focus

Spanish - Native
English - Advanced
Portuguese - Basic

CONTACT INFO

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/lucasgrozo

WORK EXPERIENCE

SEA FREIGHT CUSTOMER SERVICE

Kuehne + Nagel | Jan 2018 - present

- Daily shipments coordination within different K+N offices, gate ways, carriers, brokers and customers.
- Review of daily reports, acomplishments of the lead times required by customers and critic shipments.
- Constant communication with all parties involved in order to ensure customer excellence.

SALES EXECUTIVE

La Rioajana Corporativa | Jan 2015 - Dic 2016

- Visited corporate client offices to offer latest products.
- Built relationships with clients to maintain sales goals and create new opportunities.

ACADEMIC HISTORY

UADE - UNIVERSIDAD ARGENTINA DE LA EMPRESA

Bachelor of Business Administration | Mar 2013 - May 2020

- Advanced knowledge on sales, finance, marketing and human resources.
- Final thesis: Small and medium Argentinian companies and their innovation.

Bachelor of International Trade | Mar 2013 - Jun 2020

- Logistics management and supply chain management.
- Deep knowledge of differents cargo handling procedures, Argentinian customs and licenses.
- International business negotiation within differents cultures.
- Final thesis: "Keeping". Export and implement from Argentina to Australia an app in which people asks for and completes task or jobs

ISCTE - INSTITUTO UNIVERSITÁRIO DE LISBOA

College Exchange Program in Lisboa, Portugal. Jan 2017 - Jul 2017

- International business management.
- International economy.
- Global marketing research.
- International trade negociations.