

Paulo Dayrell

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♂ Gender: Male

📍 Location: New York State NY

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🎂 Date of Birth: 1998-11-04

About Me

I am a versatile and goal-motivated professional with experience in various roles, including video production, virtual assistant duties, content moderation, English tutoring, and accounting assistance. As a video producer, I have successfully planned and edited captivating videos for an Instagram account in the tourism niche, awakening clients curiosity and boosting sales. In my role as a Virtual Assistant, I efficiently managed high message volumes, scheduled appointments, and improved sales. As a content moderator at Tellus International, I have developed a fair and unbiased perspective, ensuring compliance with community guidelines. Additionally, my experience as a voluntary English tutor at HOOP has allowed me to deliver quality education through virtual classes, adapting my teaching style to meet individual needs. Lastly, as an accounting assistant substitute at Espetacular Doceria, I streamlined processes and increased financial accuracy.

Summary

- 2 years of experience as Special Education Teacher
- 1 year of experience as Receptionist
- Less than 1 year of experience as Admin
- Expert skills in Customer Service
- Advanced skills in File Management, Organizational Management, Content Writing
- Available to work immediately
- Current salary \$1,000

Job History

Video producer

🏠 Casa do Thomaz

📅 2022-12-01 - Currently working

📋 Responsibilities:

- Plan Instagram posts in advance.
- Produce and edit videos for an Instagram account on the tourism niche.

Achievements:

- Awaken the curiosity of clients leading to an increase of the sells.
- I improved the reach of the posts.

Content Moderator

🏠 Tellus International

📅 2019-07-01 - Currently working

📋 Responsibilities:

- Review and moderate user-generated content to ensure compliance with community guidelines and policies.
- Enforce content policies consistently and fairly, addressing offensive, inappropriate, and harmful content.

Achievements:

- Developed a fair and unbiased point of view to understand problems from different perspectives.
- Improved my time management skills.

Voluntary English Tutor

🏠 HOOP

📅 2020-07-01 - 2020-10-01

📋 Achievements:

- Delivered daily English classes via WhatsApp to a class of 6 students, ensuring they received a quality education during the pandemic.
- Proactively engaged in professional development activities, sought feedback, and implemented new strategies to improve his teaching abilities in the virtual classroom.
- Motivated Students through enthusiasm and dedication inspiring the students to actively participate in their language learning journey, fostering a sense of self-confidence and academic growth.
- Actively contributed to the development of the English curriculum, ensuring alignment with learning objectives and addressing the specific needs of the students.
- Skillfully adapted his teaching approach to cater to the diverse learning needs of each student, providing one-on-one support and additional resources for struggling students.

Accounting Assistant Substitute

🏠 Espetacular Doceria

📅 2019-08-01 - 2019-12-01

📋 Less than 1 year of experience

Responsibilities:

- Processed financial transactions such as accounts payable, accounts receivable, and payroll.
- Managed and maintained accurate financial records, both electronic and paper.
- Reconciled bank statements and other financial documents.

Achievements:

- Streamlined accounts payable process resulting in a reduction in payment processing time.
- Detected and corrected discrepancies in financial records, resulting in an increase in financial accuracy.

Virtual Assistant

🏠 Espetacular Doceria

📅 2016-01-01 - 2016-12-01

📋 Responsibilities:

- Promptly responding to customer inquiries, questions, and requests through WhatsApp.
- Tailoring communication and support to meet each customer's unique needs and preferences.
- Offering accurate product information and personalized recommendations.
- Resolving customer complaints and conflicts with empathy and problem-solving skills.
- Managing appointments and schedules for clients.

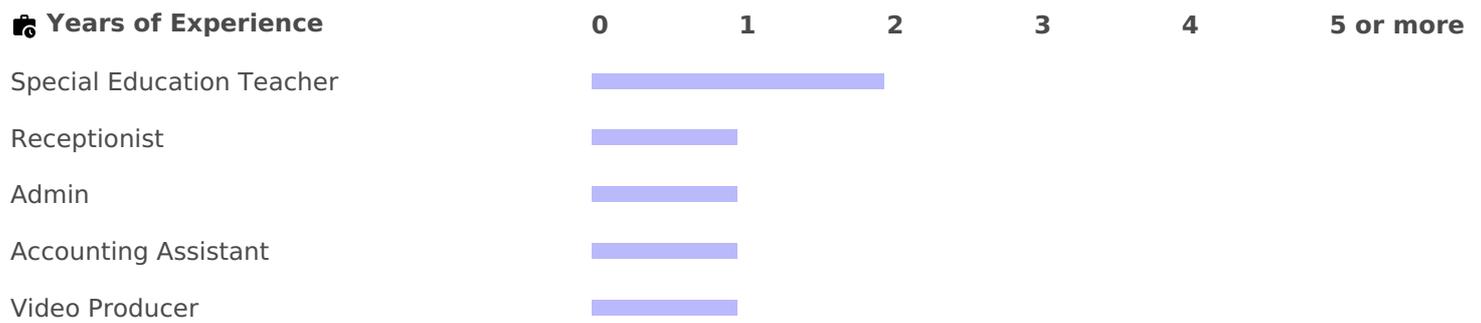
Achievements:

- Achieving high customer satisfaction ratings through exceptional service.
- Reducing response times and ensuring timely resolution of customer inquiries.
- Improving customer retention rates by building strong relationships.
- Influencing customer purchasing decisions, leading to increased sales and revenue.
- Generating positive customer testimonials and referrals.

Education / Certificate

Latest Education: **Bachelor's Degree**

Experience Summary



Skills

Customer Service : Expert

File Management : Advanced

Organizational Management : Advanced

Content Writing : Advanced

Assistant Manager : Intermediate

Service Support : Intermediate

Admin : Basic

Recommendations

To whom it may concern: HOOP PERU is a registered NGO located in Arequipa, Peru that works with the impoverished community of Flora Tristan. Our organization provides strategic educational programs with which community members of all ages can advance their education. We also implement social work and health programs to increase self-confidence, and better their quality of life. In sum, our focus is to continue to give the Flora Tristan community more tools to alleviate their poverty. Through t

From: Yves Trionnair

Relationship: Manager

Company: HOOP NGO
