

LETICIA VENTORIN TRAZZI

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Resilient and dedicated professional with 10+ years of experience in Public Relations, Childcare, and Customer Service. Holding a degree in Advertising, with substantial experience in event management in Brazil and childcare roles in the United States. Experience in maintaining organized retail spaces and fostering effective team collaborations. Recognized for enhancing operational efficiency and building customer loyalty through personalized service. Equipped with excellent problem-solving and multitasking abilities. Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook), MacOS, and CorelDRAW. Fluent in English and Portuguese, with basic skills in Spanish.

PROFESSIONAL EXPERIENCE

Dobski and Associates McDonald's – Lawrence, KS – Crew Member **08/2022 – 08/2023**

- Accurately and efficiently handled cash transactions, ensuring the correct amount of change and maintaining cash register balance.
- Provided friendly and courteous customer service, addressing inquiries, and resolving issues promptly.
- Maintained a clean and organized checkout area, including restocking merchandise and managing inventory.
- Collaborated with team members to enhance operational efficiency and customer satisfaction while demonstrating expertise in coffee brewing techniques, ensuring consistent quality and taste.
- Engaged with customers to personalize their coffee experience, resulting in increased customer loyalty.

Self-employed – Parkland, FL – Nanny **08/2017 – 07/2021**

- Provided attentive and nurturing care to children, ensuring their physical and emotional well-being.
- Created and maintained a safe and clean environment, adhering to health and safety guidelines while planning and executing age-appropriate educational activities, including teaching letters and numbers.
- Facilitated playtime and recreational activities to encourage social and cognitive development.
- Assisted with meal preparation, ensuring nutritious and balanced meals for the children.

Pernalonga Day care – Brazil – Teacher **01/2016 – 07/2022**

- Responsible for caring for and supervising approximately 10 children, ensuring their safety and well-being by conducting hygiene routines, including bathing assisting with teeth brushing, and promoting healthy hygiene habits.
- Planned and conducted educational activities, teaching letters and numbers playfully and engagingly.
- Provided balanced and age-appropriate meals for the children, organized playtime and social interactions, promoting cognitive and emotional development.
- Established a proper sleep routine, preparing children for a good night's rest.

Dikma, Strategic Outsourcing – Brazil – Marketing Analyst **03/2009 – 07/2009**

- Provided exceptional customer service, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Demonstrated effective communication skills, both in person and through various communication channels, collaborating with the sales and account management teams to identify upsell and cross-sell opportunities.
- Analyzed website traffic and user behavior to make data-driven decisions for content optimization.
- Responsible for updating and maintaining website content to reflect current marketing campaigns and product and service offerings.

Ilha de Eventos – Brazil – Marketing Analyst **05/2008 – 12/2008**

RELEVANT COURSES

Enrollment in Communication & Public Speaking Weekend – University of Richmond – Richmond, VA **03/2011**

Protocol and Event Ceremonial – SENAC – Brazil **04/2009**

EDUCATION

Bachelor of Science in Pedagogy – Fabra – Brazil **08/2017**

Bachelor of Arts in Advertising and Public Relations – Estácio de Sá University – Brazil **12/2008**