



NÍCOLAS ARTHUR PETRUCCI

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◦ DETAILS ◦

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◦ LINKS ◦

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◦ SKILLS ◦

Leadership Skills

Fast Learner

Customer Service

Ability to Work Under Pressure

Communication Skills

Microsoft Office

SQL

ERP Implementation

Business Analysis

Sales and Purchase Training

Zendesk

Jira & Slack

Project Management

Agile

CRM & ERP

Negotiation

◦ LANGUAGES ◦

English

Portuguese

Spanish

👤 PROFILE

A seasoned professional with over 10 years of experience in the IT, retail, and logistics industries, specializing in **ERP implementation, sales analysis, and process optimization**. Proficient in **SQL** and **advanced Excel**, with a proven track record of driving operational efficiency and improving business performance. Passionate about leveraging data analysis and innovative solutions to streamline processes and support business growth. I am eager to bring my expertise in **business analysis and project management** to a dynamic, forward-thinking organization.

📁 EMPLOYMENT HISTORY

Customer Support Agent at Blaze, São Paulo

November 2024

Provide exceptional customer service by addressing inquiries, troubleshooting issues, and resolving concerns via chat, ensuring a positive customer experience.

Key Responsibilities

- Managed customer tickets via Zendesk, coordinated with teams on Slack, and provided payment support, troubleshooting issues, processing refunds, and ensuring successful transactions.

Achievements

- Quickly mastered Zendesk and Slack, efficiently resolving customer issues and maintaining high satisfaction.
- Handled challenging situations with empathy, turning negative experiences into positive outcomes.

Contributed ideas to improve service efficiency and streamline troubleshooting processes.

ERP Implementation Consultant at Consinco (TOTVS), São Paulo

March 2014 — June 2018

Collaborated with clients to tailor ERP systems to their specific needs, enhancing efficiency, and supporting strategic business goals.

Key Responsibilities

- Managed ERP system consulting and implementation projects.
- Mapped complex retail business processes, identified problems, and proposed IT solutions.
- Provided training in purchase and sales, profitability analysis, stock analysis.
- Developed scripts in SQL and offered system support to users.

Achievements

- Successfully implemented ERP solutions in over 23 retail businesses.

- Led a critical project that resulted in a reduction in process times for a major client, enhancing their operational efficiency.
- Developed a customized training program that was adopted company-wide, increase in user proficiency with the new ERP system.

Logistics Assistant at Bag Trans , Melbourne

November 2022 — June 2024

As a Logistics Assistant at Bag Trans, I played a pivotal role in ensuring the smooth operation of logistics and supply chain processes. My responsibilities encompassed a broad range of activities crucial to the efficient functioning of the logistics department. These included:

Distribution Management, Receiving and Shipping, Loading and Unloading, Inventory Control, Order Checking, Order Checking.

Senior Assistant Buyer at Makro Wholesale, São Paulo

February 2012 — March 2014

Managed various product categories, focusing on sales analysis, negotiation, and profit growth within the retail environment.

Key Responsibilities

- Managed categories such as Chocolates, Seasonal Easter, and Milk Products, with a focus on Sales Analysis, Negotiation, and Profit Growth.
- Successfully handled a category representing a 25 MM/month sale and managed the company's main KVIs.

Achievements

- Recognized internally for strategic thinking and decision-making, contributing to the successful attainment of sales and profit budgets.
- Improved stock control and supply processes, reducing overstock and enhancing responsiveness to market demands.
- Improvement of ERP System (MBS) on Contracts as such as the loyalty Agreements.

Sales Representative at Arealva Ltda, São Paulo

March 2010 — November 2010

Drove sales growth through managing both internal and external sales processes, engaging in customer prospecting, overseeing production control, and ensuring the achievement of set targets.

Key Responsibilities

- Managed both internal and external sales, customer prospecting, production control, and achieved set goals.

Achievements

- Demonstrated exceptional customer service, resulting an increase in customer satisfaction and repeat business.
- Awarded "Sales Representative of the Month" for consecutive months due to outstanding performance and commitment to achieving goals.

EDUCATION

Advanced Diploma - Program Management , Albright Institute of Business, Melbourne

June 2022 — June 2023

Diploma of Project Management , Albright Institute of Business, Melbourne

June 2021 — June 2022

○ **Diploma in International Business , Greystone College, , Melbourne**

June 2020 — June 2021

○ **Certificate IV in International Business, Trade, and Tax Law, Greystone College**

June 2019 — June 2020

○ **Bachelor of Business Administration and Management , The University Centre of FEI, São Paulo**

June 2007 — June 2011



○ **Travel, Work, and Study Abroad , Melbourne**

June 2018 — June 2024

I embarked on a transformative journey to Australia to broaden my cultural horizons, learn new languages, and enhance my professional and personal development. In Melbourne, I studied topics that expanded my expertise in project management, international business strategies, and global trade laws, establishing a solid foundation for my career.

In parallel with my academic growth, I gained practical experience in various sectors, including e-commerce, supply chain management, and construction. Living in Melbourne provided me with the opportunity to interact daily with people from diverse cultures, significantly improving my cultural awareness and communication skills. I achieved fluency in English and intermediate proficiency in Spanish, enhancing my ability to communicate in multicultural environments. During my time there, I also traveled extensively throughout Southeast Asia, enriching my global perspective and gaining insights into different cultures and business environments.

This period was a pivotal chapter in my life, combining rigorous education with hands-on work experience and global exposure. It shaped my ability to adapt to new environments, manage diverse teams, and approach challenges with a strategic mindset. The skills and experiences I gained during this time have prepared me well for dynamic roles that require a blend of technical expertise, cultural understanding, and a global outlook.

Also, I worked in these companies:

Dispatch Assistant at Sheet Society:

- Receiving goods in containers.
- Distributing goods to the appropriate locations.
- Order processing in Shopify, picking, packing, and dispatch.
- Creating forms for Australia Post and inventory management.

Team Leader at Octopus Container Solutions:

- Managing a team of 4 people to receive and unload containers.
- Packing products on pallets and organizing them in designated areas.

Building strong relationships with management and performing picking, packing, truck loading, and occasionally deliveries.



COURSES

○ **Advanced English , Milestones English Academy**

June 2018 — November 2019

👤 INTERNSHIPS

Information Management at CDHU - Companhia de Desenvolvimento Habitacional e Urbano do Estado de São Paulo, São Paulo

February 2009 — March 2010

Played a key role in assisting with a variety of administrative and data-oriented tasks, such as updating databases, managing documents, and overseeing the control of materials.

Key Responsibilities

- Assisted in database updating, document handling, spreadsheets, control of materials, and other administrative tasks.

Achievements

- Recognized for exemplary performance and received positive feedback from supervisors for adaptability and commitment to the projects.
- Collaborated with different departments to ensure seamless operations, acting as a vital link between managerial and operational levels.
- L earned Cobit 45 and ITIL v2

🌱 EXTRA-CURRICULAR ACTIVITIES

Volunteer Advisor at Junior Achievement , São Paulo

January 2011 — August 2011

Mentored high school students, imparting essential business concepts and providing hands-on experience in various aspects of entrepreneurship and market dynamics.

Key Responsibilities

- Taught high school students business concepts and provided practical business experience.
- Mentored in areas like free enterprise, market, marketing, and production.

Achievements

- Successfully coordinated with teachers and administrators to create a seamless learning experience.

Recognized by the organization for innovative teaching techniques that resonated with the students, leading to more interactive and productive sessions.