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Professional Summary

Versatile professional with experience in logistics, customer service, and operations in the aviation sector, working in large and well-known companies. My career includes managing aircraft weight and balance processes, inventory and supplies control, and strong expertise in airline ticket issuance and reissuance using systems such as Amadeus, Sabre, and Galileo, always ensuring efficiency and compliance with strict regulations. In my role as a Process and Supply Analyst, I lead strategic projects and develop detailed reports that drive efficiency and reduce costs. My skills in supplier negotiation and customer service contribute to strong operational performance. My work involves identifying customer pain points and connecting them with effective solutions, ensuring that proposed actions are aligned with real needs and promote continuous improvement.

Technical Skills

- Knowledge of aircraft weight and balance and cargo input using Amadeus FM and ARD.
- Knowledge of check-in operations using Amadeus CM.
- Knowledge of ticket issuance and reissuance using Amadeus ARD, Sabre, Galileo, Farelogix, and New Skies.

Education

Bachelor's Degree in Production Engineering – UNIVESP (Currently enrolled, expected graduation: July 2028).

Bachelor's Degree in Civil Aviation – Anhembi Morumbi University (Completed in 2012).

Courses & Certifications

- Excel from Basic to Advanced – Supernova Treinamentos (2024).
- Power BI – Supernova Treinamentos (2024).
- Basic Dangerous Goods Course – Crossracer do Brasil (2012).
- Amadeus FM Course (Weight, Balance and Cargo Input) (2012).
- Intensive Amadeus CM, FM and ARD Course (2011–2012).
- Dangerous Goods Course – TACA Airlines (2011).
- English Language Program – Seven Idiomas (Completed in 2005).
- Intensive English Program – Saint Mary's College, USA (2001).
- Agile Methodologies – FGV (2025).
- SQL with Google BigQuery for Data Analysis – Udemy (2025).

Languages

Portuguese: Native.

English: Advanced.

Spanish: Advanced.

Professional Experience

Process and Supply Analyst – Dejulimp (May 2018 – Present)

- Manage inventory control, optimizing inventory processes and implementing tracking systems to prevent waste and ensure adequate product replenishment.
- Supervise the company's financial balance, ensuring financial health through report preparation, cash flow analysis, and operational cost control.
- Coordinate delivery logistics, ensuring goods are delivered on time and efficiently, meeting customer deadlines.
- Lead teams by recruiting, training, and developing employees to ensure a productive environment aligned with organizational goals.

International Ticketing Agent – RexturAdvance (September 2017 – May 2018)

- Issued and reissued international airline tickets with accuracy and efficiency.
- Used Amadeus ARD, Sabre, Galileo, NewSkies, and Farelogix systems to ensure process efficiency.
- Provided personalized customer service focused on satisfaction and travel experience.
- Proactively resolved issues, ensuring fast and effective solutions.
- Managed complex itineraries with strategic and agile decision-making.

Sales Agent – TAM / LATAM Airlines (November 2012 – August 2017)

- Issued and reissued domestic and international airline tickets using the Amadeus ARD reservation system.
- Provided direct customer service at Congonhas Airport, ensuring high-quality and personalized service.
- Resolved customer issues quickly and effectively, ensuring a smooth travel experience.
- Assisted with itinerary changes and adjustments, always focusing on customer satisfaction.
- Provided real-time support to address inquiries and operational needs.
- Managed high-pressure and urgent situations with agility and professionalism.

Weight and Balance Agent – Sea Aviation (June 2011 – August 2012)

- Performed baggage and cargo weight and balance calculations for large aircraft including Boeing 767-300/-400, Airbus A330-200, Airbus A340-200/-300/-600, Airbus A319/A320, and Boeing 737-300.
- Followed strict safety procedures for handling dangerous goods, ensuring compliance with international regulations.
- Analyzed onboard weight distribution to optimize aircraft performance and flight safety.
- Coordinated with ground teams and flight crews to ensure efficient loading operations and minimize delays.

Junior Operations Agent – RA Catering (January 2011 – April 2011)

- Managed catering inventory for airlines such as TAM, Webjet, Gol, Azul, and OceanAir.
- Monitored and controlled stock levels to ensure continuous supply for flight operations.
- Coordinated receiving, storage, and distribution of catering materials.
- Conducted regular inventory counts to avoid shortages and operational disruptions.