



# DÉBORA MADEIRA



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## GOAL

Looking for a great company with an amazing work environment to share all my knowledge and grow together!  
Remote work

## IDIOMS

Portuguese – Native  
English – Fluent  
Spanish – Fluent

## SKILLS

#Leadership #Organized  
#Attention to Detail #Empathy  
#Office #Zoom #Skype #Slack  
#Teams #Google Drive  
#Intecom #Miro #Confluence

## PROFESSIONAL EXPERIENCE

### REMOTE CUSTOMER SUPPORT HERO & CUSTOMER SUCCESS MANAGER SHAMAN BV, THE NETHERLANDS (ONLINE TECH CUSTOMER SUPPORT)

April 2022 to present

- SaaS company - B2B support to users - help all the users solve their queries and bugs. Close contact with QA and dev team.
- CSM for Novartis Germany - point of contact for the Business owner to help optimize the usage of the tool.

### REMOTE SUPPORT SUPERVISOR IQ OPTION, LIMASSOL, CYPRUS (ONLINE CUSTOMER SERVICE)

April 2021 - April 2022

- Managing a team of 12-15 operators to help them reach KPIs and provide the best customer service
- Recruitment of new operators
- Cooperation with other departments to improve the quality of service provided
- Solving difficult cases
- Payroll processing

### REMOTE SUPPORT AGENT IQ OPTION, LIMASSOL, CYPRUS (ONLINE CUSTOMER SERVICE)

June 2020 – April 2021

- Providing the best customer service via different channels like email, chats and calls.
- Reaching KPIs in terms of quality and speed



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## PROFESSIONAL EXPERIENCE

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**OWNER/GENERAL MANAGER  
WE DARE TO EVENT, LISBON, PORTUGAL  
(EVENTS)**

April 2015 – June 2020

- Managing the entire operation of the business.
- Prospection of new clients, elaboration of proposals and budgets, onsite assistance, invoice, accounting and collect feedback.

**OWNER/GENERAL MANAGER  
QUIOSQUE DO PARQUE BENSÁUDE, LISBON, PORTUGAL  
(FOOD & BEVERAGE)**

July 2016 – December 2019

- Managing the entire operation of the business
- Creation of menus, contract suppliers, hiring employees, accounting.

**EVENTS COORDINATOR  
FORUM D'IDEIAS, AZEITÃO, PORTUGAL  
(EVENTS MANAGEMENT- DMC & PCO)**

November 2014 – March 2015

- Responsible for proposals and budgets to be sent to clients.
- Responsible for all stages of the event since the beginning until closing all the accounts with clients and suppliers.
- Development of contents and procedures as well as implementation.
- CRM

**ASSISTANT EVENTS COORDINATOR  
FORUM D'IDEIAS, AZEITÃO, PORTUGAL  
(EVENTS MANAGEMENT- DMC & PCO)**

March 2014 – October 2014

- Responsible for proposals and budgets to be sent to clients.
- Responsible for all stages of the event since the beginning until closing all the accounts with clients and suppliers.
- Development of contents and procedures as well as implementation.
- CRM



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## PROFESSIONAL EXPERIENCE

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### **TRAVEL INSURANCE – INTERNATIONAL MEDICAL DEPARTMENT OPERATOR MAPFRE, LISBON, PORTUGAL**

**(MEDICAL ASSISTANCE – INSURANCE COMPANY)**

June 2013 – January 2014

- Provide medical assistance to people while they are travelling (Spanish insurers).
- Organize medical repatriation and deceased insurers.

### **EVENTS MANAGER SMALLWORLD EXPERIENCE, MACAU, CHINA**

**(EVENTS MANAGEMENT)**

March 2012 – October 2012

- Responsible for proposals and budgets to be sent to clients.
- Responsible for all stages of the event since the beginning until closing all the accounts with clients and suppliers.
- Development of contents and procedures as well as implementation.
- CRM

### **HOTEL MANAGER DOURO AZUL, PORTO, PORTUGAL (HOSPITALITY – ONBOARD CRUISE SHIP)**

March 2011 – January 2012

- Responsible for all hotel operation, organizing and supervising every activity on board.
- Cost Control.

### **ASSISTANT OPERATIONS MANAGER/DUTY MANAGER HF FÉNIX HOTELS, LISBON, PORTUGAL**

**(HOSPITALITY)**

July 2010 – March 2011

- Responsible for Rooms Division operation such as housekeeping and maintenance.
- Answer post-stay inquiries and complaints.
- Represent Hotel Director in all hotel operations. Duty Manager during weekends.
- 3 Hotels - HF Fénix Lisboa\*\*\*\*, HF Fénix Urban\*\*\*\* and HF Fénix Garden\*\*\*

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## PROFESSIONAL EXPERIENCE

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**PRODUCT MANAGER**  
**SMARTBOX PORTUGAL, LISBON, PORTUGAL**  
**(EXPERIENCES IN A BOX - VOUCHERS)**

February 2010 – June 2010

- Partnership's prospection and negotiation (renewal and establishment of new contracts)

**PURSER/GUEST SERVICES ASSOCIATE**  
**CARNIVAL CRUISE LINES, MIAMI, FLORIDA, USA**  
**(HOSPITALITY – ONBOARD CRUISE SHIP)**

April 2008 – August 2009

- All duties in a hotel reception
- Responsible for international assistance on board to Spanish and Portuguese speaking guests
- Organize all the information and assist special needs guests
- Ship's clearance and customs matters
- 3 cruises - M/S Carnival Fascination & M/S Carnival Triumph & M/S Carnival Valor)

**F&B SUPERVISOR**  
**MUPIG CATERING SA, LISBON, PORTUGAL**  
**(CATERING)**

2005 – 2007

- Responsible for the F&B in the Estádio da Luz cabins
- Quality control of the food
- Payment processing

**HOSPITALITY DEPARTMENT INTERNSHIP (ROOMS DIVISION)**  
**HOTEL SHERATON LA CALETA RESORT & SPA\*\*\*\*\*, TENERIFE, SPAIN**  
**(HOSPITALITY)**

July 2006 – October 2006

- Training of the 2<sup>nd</sup> year of Hotel Management degree
- Back Office – Guest Service Centre
- Front Office – General and Spa

**FOOD & BEVERAGE DEPARTMENT INTERNSHIP**  
**HOTEL VINNCI SELECCIÓN CANELA GOLF\*\*\*\*\*, HUELVA, SPAIN**  
**(F&B)**

July 2005 – October 2005

- Training of the 1<sup>st</sup> year of Hotel Management degree
- Waitress and kitchen helper
- Accounting



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## EDUCATION

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**POST GRADUATE EDUCATION IN IMAGE, PROTOCOL AND EVENTS MANAGEMENT – 2009/2010**

ISLA, Instituto Superior de Línguas e Administração, Lisbon, Portugal

**DEGREE IN HOTEL MANAGEMENT – 2004/2007**

Escola Superior de Turismo e Hotelaria of Instituto Politécnico da Guarda, Seia, Portugal

