

Thais Costa Souza

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Education

FMU University Center , São Paulo, Brazil	2024 - 2025
Fashion, Bachelor's Degree	
Unicesumar – University Center of Maringá , São Paulo, Brazil	Graduation: Aug. 2021
Fashion Design, Associate Degree	
Senac University Center , São Paulo, Brazil	2012 – 2014
Fashion Design, completed 84 credits toward a Bachelor's Degree	

Technical Skills

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- **Become a Marketing Specialist Certificate**; LinkedIn Learning, 8 courses
 - **LVMH Certificate**; Creation & Branding, Retail & Customer Experience 12/2022
 - **Software**: Microsoft Office, Adobe Photoshop and Illustrator, and Microsoft AI certificate.
 - **Languages**: Native Portuguese, Upper Intermediate Spanish, and Fluent English.

Professional Experience

Deriv (Europe) Ltd , São Paulo, Brazil	
Senior Customer Support Executive – Remote	March 2022 – July 2024
<ul style="list-style-type: none">• Offer support for the company's customers Serving customers via LiveChat, WhatsApp and Email.• With an average of 70 to 100 customers served on the day.• Experience in fast service, serving up to 3 customers at the same time in English, Portuguese, and Spanish.• Solve problems with payments, deposits, withdrawals, account verification (KYC), document verification, Cryptocurrency Deposits and Withdrawals, corporate emails, and answer questions about our products and services.	
TELUS International , Vancouver, Canada	
Ads Quality Rater - Remote	2021
<ul style="list-style-type: none">• Rate and evaluate ad quality across multiple platforms	
PCJ Holding , New York, The United States of America	
Freelancer Fashion Designer	Apr Mar Jun - 2021
<ul style="list-style-type: none">• Working with a team of international designers.• Responsible for the JCVoluptuous Wear line, Luxury: Upper Class and Middle Class• Creating designs, tech packs, and print patterns.• Designing clothes for formalwear, swimwear, underwear, activewear, gowns, and casual wear.	
Athualy Fitness , São Paulo, Brazil	
Freelance Pattern Maker	2019 – 2020
<ul style="list-style-type: none">• Researched new trends.• Made patterns in grid sizes from S to XXL and adjusted clothes when necessary.• Defined sewing styles for clothes.	
EMBRAER , São Paulo, Brazil	
Mechanical Apprentice	2008 – 2010
<ul style="list-style-type: none">• Assisted the mechanics in charge of the production line.• Worked in the organization and assembly of parts in the final montage of planes.	

Volunteer Experience

M60, Program of studies of Brazilian students and former students from international colleges, such as Harvard, Stanford, MIT, Oxford, among others, to help new students who intend to enter these universities.

SanFran Weekend, San Francisco, California, United States

Volunteer at a homeless shelter | 2017