

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

- **Management of Fashion and Luxury Companies**; Bocconi University and Coursera.
- **LVMH Certificate**; Creation & Branding, Retail & Customer Experience 12/2022.
- **Software**: Microsoft Office, Adobe Photoshop and Illustrator, and Microsoft AI certificate.
- **Languages**: Native Portuguese, Advanced C1 Spanish Level, and Fluent English.

Professional Experience

BitGet , São Paulo, Brazil	Dec 2024 – Present
Fintech Fiat Customer Service Specialist	
<ul style="list-style-type: none">• Provide multilingual support for customers across chat, email, Zendesk, Telegram, and other communication platforms.• Address inquiries related to fiat transactions, cryptocurrency deposits and withdrawals, and account verifications.• Ensure compliance with company policies and contact partner companies, third parties and stakeholders to assist and verify payment transactions.	
Deriv (Europe) Ltd , São Paulo, Brazil	March 2022 – July 2024
Senior Customer Support Executive	
<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 via LiveChat.• 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.	
PCJ Holding , New York, The United States of America	Apr to Oct – 2021
Fashion Designer	
<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	Oct 2019 – Mar 2022
Pattern Maker	
<ul style="list-style-type: none">• Made patterns in grid sizes from S to XXL and adjusted clothes when necessary.• Defined sewing styles for clothes.	

Part-Time and Extra Roles

Outlier AI | AI Trainer and Writing Evaluator

Nov 2024 – Present

- Collaborated on projects to train AI models for global clients.
- Produced creative content to refine generative AI models.

RWS Group | Search Quality Rater and AI Trainer

Nov. 2024 – Present

- Worked on RWS's TrainAI platform to improve search engine accuracy for clients, including META, luxury brands, financial institutions, and technology leaders.
- Conducted evaluations to enhance AI-driven search experiences.