

PEDRO LUIS NICOLETTI

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Passionate, energetic bilingual Support Professional highly regarded for efficient, responsive management of critical systems and tasks in deadline-driven, fast-paced environments. Exemplary educational qualifications including degrees in Law and Game Design. Exceptional interpersonal skills, with the ability to examine and understand client needs and deliver innovative projects on time and under budget while exceeding stringent expectations. Strong leadership skills and extensive experience working in team environments, able to collaborate with individuals from diverse backgrounds.

SELECTED HIGHLIGHTS

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- † Exemplary educational qualifications include degrees in Law and Game Design.
 - † Resolved customer problems, questions, and concerns over the phone in a prompt, effective, and accurate manner, within given timescales.
 - † Developed and maintained full technical knowledge of client products, processes, and services to produce optimal customer satisfaction.
 - † Advised diverse client pool on a wide range of legal issues.
 - † Cultivated positive relationships with clients and colleagues, leveraging language skills in Portuguese and English to converse with clarity and diplomacy to individuals from diverse backgrounds and expertise.

CORE COMPETENCIES

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|------------------------|---------------------------|-----------------------------------|
| ★ Translation | ★ Testing | ★ Litigation Support |
| ★ Communication | ★ Proofreading | ★ Organization |
| ★ Confidentiality | ★ Technical Knowledge | ★ Time Management |
| ★ Document Preparation | ★ Client Relations | ★ Presentations & Public Speaking |
| ★ Customer Service | ★ Legal Analysis & Advice | ★ Complex Problem Analysis |
| ★ Research & Discovery | ★ Multitasking | ★ Document Management |

PROFESSIONAL EXPERIENCE

QUANTIC LAB | CLUJ NAPOCA, RO | 2018 TO PRESENT

Localization QA Project Manager – 12/2019 to PRESENT

- ★ Initiating the test planning activities for test case design and encourage the team to accomplish the assigned tasks
- ★ Coordinating a multicultural team of QA testers and managing their efficacy and deliveries
- ★ Monitoring, during the testing cycle, the test progress by constantly assessing the work assigned to each of the resources and re-balance or re-allocate them as required
- ★ Communicating with Customers by centralizing all significant info in daily reports

Localization QA Tester – 08/2018 to 11/2019

- ✦ Localization and Functionality QA Tester
- ✦ Localization (Brazilian Portuguese and English), functionality, and terminology testing of video games on multiple platforms (PC, Mac, Xbox, PS4, mobile)
- ✦ Working with various bug tracking tools (Jira, Mantis, Bugzilla)
- ✦ Providing translations (from English to Brazilian Portuguese) for both in-game and marketing content
- ✦ Proofreading the localized content
- ✦ Performing regression tests

SYKES | CLUJ NAPOCA, RO | 2017 TO 2017

Customer/Technical Support Representative

- ✦ Work closely with clients to provide professional, efficient support to their customers as contracted.
- ✦ Resolve customer problems, questions, and concerns over the phone in a prompt, effective, and accurate manner, within given timescales.
- ✦ Develop and maintain full technical knowledge of client products, processes, and services to produce optimal customer satisfaction.
- ✦ Recognize when issues require escalation or transfer to another department or a more senior member of staff and respond appropriately.
- ✦ Log all activities accurately and in line with procedure within client CRM tool.
- ✦ Maintain and update all documentation related to work activities.
- ✦ Meet daily/weekly targets for number of calls handled, while exceeding customer satisfaction rankings.

NELSON WILLIAMS ADVOGADOS ASSOCIADOS | SÃO PAULO, BR | 2015 TO 2016

Junior Lawyer

- ✦ Advised diverse client pool on a wide range of legal issues.
- ✦ Reviewed legal documents to ensure proper formatting compliance and to verify that they contained all the necessary paperwork for court acceptance.
- ✦ Established plans and strategies to successfully address clients' legal problems.
- ✦ Alerted Senior Partners to important hearing dates and outstanding issues needing attention.
- ✦ Informed supervisor regarding work progress, major problems and issues, and viable solutions to roadblocks.
- ✦ Assisted with special projects.

CESAR E CESAR LAWYERS | SÃO PAULO, BR | 2014 TO 2015

Legal Assistant

- ✦ Provided legal support to attorneys in busy Labor Law practice.
- ✦ Managed deadlines through internal system to streamline operational efficiency.
- ✦ Requested documents from Clients to build complete, accurate case files.
- ✦ Scheduled daily meetings for Employee & Labor Relations professionals.
- ✦ Organized hearing schedule calendars for Employee & Labor Relations professionals.
- ✦ Researched employment and labor relations issues as necessary.

EDUCATION

FATEC/SP, Carapicuíba, São Paulo/Brazil: 2016

Game Design

Centro Universitário FIEO, Osasco, São Paulo/Brazil: 2008 – 2012

Law

ADDITIONAL CREDENTIALS

TECHNICAL SKILLS	Microsoft Office (Word, Excel, PowerPoint, Outlook) / Google Docs / Google Drive / Google Calendar Google Plus / QuickBooks / Dropbox
LANGUAGES	Brazilian Portuguese, English
INTERESTS	Travel, Games, Technology