

Mario Gusman

Marketing • e-Commerce • Customer Service

👤 Profile

Bachelor in Marketing from one of the top Brazilian Universities, with experience in Customer Service, Sales and e-Commerce management.

A team-player with a positive "can-do" attitude, great attention to detail and strong analytical skills.

📁 Employment History

Seller Support Representative at Viagogo, Limerick

December 2018 – Present

- Providing top-level customer service to our range of VIP ticket sellers in the North American, Brazilian and Portuguese markets;
- One of the key agents in improving processes and developing the relationship with the Seller in the North American market;
- Currently focused on the expansion of the Brazilian market by educating newer Sellers and making sure they have all their needs covered to grow their sales.

e-Commerce Analyst at Autoglass, Brazil

June 2015 – April 2017

- Working in this position, I was able to introduce e-commerce best practices to the company's online store, which led to a 2400% increase in sales over a period of one and a half years.
- I was also one of the leading members in the team that made a complete overhaul in Autoglass' online presence in 2017.

Telesales Agent at Autoglass, Brazil

December 2013 – July 2015

- Member of the team that prospected B2B customers in the South and Southeastern part of Brazil;
- I was able to create strong, lasting bonds between the companies while also helping the business owners to develop and explore their product portfolio by partnering-up with us;

🎓 Education

Bachelor in Marketing, Vila Velha University

February 2014 – July 2017

Digital Marketing, WIS Educação

2015 – 2015

- Social Media Management, Social Ads, Netnography, Google Analytics, Digital Marketing Strategies, Planning and Metrics for Marketing Campaigns, Google Adwords, Digital Project Management, Email Marketing, Online Media, Content SEO.

Details

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Nationality

Brazilian - Stamp 4 Visa Able to
Work Full Time

Skills

Attention to Detail

Analytical Thinking

Communication and
Presentation

Digital Marketing

Dedicated team player

Microsoft Office

Languages

Portuguese

English

Spanish

Hobbies

Working out, online gaming,
watching movies and series,
outdoors activities

