

Talita Oliveira da Costa Valencia, Spain

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Professional Profile

Customer-focused professional with 7+ years of experience managing client relationships, supporting account needs, and driving customer satisfaction in fast-paced, international environments. Skilled in stakeholder communication, issue resolution, and guiding clients through product usage to maximise value and retention. Strong ability to manage high-volume interactions while maintaining a personalised and solution-oriented approach. Highly organised and proactive, with a track record of improving processes, enhancing user experience, and collaborating cross-functionally to deliver results.

Professional Experience

Customer Support Sesame HR | Temporary contract | *Valencia, Spain Jul 2025 - Oct 2025*

- Managed a portfolio of B2B clients, handling 30+ daily requests via HubSpot while ensuring high customer satisfaction and SLA compliance.
- Acted as a key point of contact for HR teams across LATAM and EMEA, supporting onboarding and ongoing platform adoption.
- Collaborated with Product and Engineering teams to resolve client issues, ensuring timely and effective solutions.
- Identified recurring client challenges and provided structured feedback to improve product experience and usability.

Customer Service Executive Hostelworld Group Dublin | *Ireland Oct 2021 - Feb 2025*

- Managed high-volume client interactions (100+ daily) across multiple channels, ensuring consistent service quality +80% CSAT and 48 hours SLA adherence.
- Built strong relationships with customers by providing tailored solutions and clear communication.
- Supported customers through booking processes, issue resolution, and post-service queries, contributing to overall satisfaction and retention.
- Contributed to Help Center redesign, improving self-service resources and brand recognition.

Technical Support Analyst IBM (Bank of Ireland) | *Dublin, Ireland Jul 2018 - Oct 2021*

- Managed 20+ requests via ServiceNow providing L1 technical support (B2B) respecting SLAs while handling access requests, system updates, and user administration.
- Processed bulk requests and system updates, improving turnaround time by 30% through process optimisation.
- Maintained detailed documentation for requests, escalations, and workflows to ensure consistency and traceability.

Associate Authentication Analyst Symantec | *Dublin, Ireland Jun 2017 - Mar 2018*

- Worked on the process of documentation for issuance of SSL certificates with validation and assistance via calls, emails and chats in a compliance-driven environment.
- Coordinated with internal teams and clients to ensure timely and accurate onboarding and verification processes.
- Reviewed documentation and identified discrepancies, reducing delays and rework.
- Supported administrative workflows related to purchase validation and approvals.

Education

- **MSc. in Interactive Digital Media** *Griffith College Dublin, Ireland Sep 2022 - Sep 2024*
- **BA in Business Studies (Marketing)** *Griffith College Dublin, Ireland Feb 2020 - May 2021*
- **BA in Business Management** *IBAT College, Ireland Sep 2014 - May 2017*

CERTIFICATIONS

- **Programa Generación Digital Agentes del Cambio** *FEMPA, Spain - 2026*
- **Diseño de Producto Editorial Multimedia** *Centro de Estudios Activa, Spain - 2026*
- **Web Analytics to measure Marketing results** *BAI Escuela de Empresa, Spain - 2025*
- **Google UX Design Certificate** *Coursera - 2025*

Skills

- **Tools:** Zendesk, ServiceNow, HubSpot, Jira, Slack
- **Product & Content:** Figma, Adobe Creative Cloud, Canva
- **Languages:** Portuguese (Native), English (Fluent), Spanish (Advanced)