



Sara Fernandes

My name is Sara and I'm a Content Moderator & Customer Support specialist.

I'm a dedicated and detail-oriented professional with over 7 years of experience in customer service and content moderation.

Proven track record of consistently delivering outstanding support to customers and maintaining a high level of accuracy in moderating content. Strong communication skills, both written and verbal, and an ability to work in a fast-paced environment.

Skills

- Customer Service and Support
- People Operations
- Events Planner
- Web3, DeFi and Blockchain
- Content Moderation
- CRM tools - Zendesk, Slack and Notion
- Attention to detail, Problem-solving, Multitasking
- Teamwork
- English, Portuguese

Education

2021
Master in Food Science and Technology
Minho University

2016
Degree Aquatic Science
Porto University - ICBAS

Extracurricular

- ALLCAN workshops (2019 and 2020):
 - Neuro-Linguistic Programming (NLP)
 - Coaching
 - Entrepreneurship and Leadership
- Basic Life Support Training - 2017

Contact



@saraczf



saraczf@gmail.com



in/saraczf

Experience

Customer Support and Content Moderation Specialist

Mayflower I Remote - Cyprus

2023 - current

- Managed customer interactions via Zendesk, providing timely support and fostering positive relationships.
- Moderated user-generated content (messages, live streams) to ensure compliance with company guidelines and standards.
- Applied company guidelines consistently, offering suggestions for process improvements and optimizing workflow.
- Investigated non-compliant accounts, taking action to mitigate risks and uphold platform integrity.
- Contributed to achieving individual and team goals, organized team-building activities, and mentored new team members.

Web3 People Operations and Events Assistant | Part-time

Readl (Web3 Startup) | Remote - Barcelona

2021 - 2022

- Managed administrative tasks related to onboarding, data tracking, and employee experience, contributing to a positive and cohesive workplace environment, taking in consideration the web3 dynamics;
- Plan team activities and programs to optimize team spirit, and coordinating team initiatives;
- Assisted in the planning, organization, and execution of company events, and web3 community engagement;

Content Moderator Specialist

Accenture | Porto

2021 - 2022

- Review and moderate user-generated content to ensure compliance with company policies and standards.
- Respond to customer inquiries and resolve any issues they may have in a timely and professional manner.

Investigate and report any violations or inappropriate content.

- Collaborate with cross-functional teams to improve moderation processes and procedures.
- Maintained accurate records of all moderation activities and provided regular reports to management.

Customer Support Representative

Adecco | Porto

2019 - 2020

- Responded to customer inquiries via phone, email, and live chat.
- Resolved customer issues in a timely and efficient manner, ensuring customer satisfaction.
- Acted as a liaison between customers and internal teams to ensure timely resolution of customer issues.
- Maintained accurate records of customer interactions and provided regular updates to management.

Events Assistant

B-Trust | Porto

2017 - 2018

- Assisted with event logistics, including venue selection, supplier coordination, and food/merchandising management;
- Provided top-tier customer service and support, ensuring seamless communication with clients and suppliers;
- Delivered on-site support at VIP events, offering guidance to the team and suppliers to ensure an exceptional experience for all participants;
- Ensured high-quality professional standard by optimizing processes to meet strategic goals and enhance overall event success;