



# MARIA INÊS REBELO

Braga, Portugal | +351966663319 | [rebeloict@gmail.com](mailto:rebeloict@gmail.com)

## SUMMARY

Master and Degree in Law.

Seasoned and knowledgeable Account and Commercial Backoffice Manager with a comprehensive background in proficiently overseeing and documenting financial, commercial, and sales transactions according to established policies and preferred procedures. Experience with operational, administrative, and commercial tasks.

Native Portuguese speaker. Fluent in English and German.

Author and Content Creator. Creator of the "Yellow Bird" Writing Brand.

## SKILLS

**SALES SKILL** – Sales Strategy, Sales Forecasting, Account Management, Negotiation, Closing Skills, Sales Process Optimization, Sales Training, Forecasting and Budgeting, Strategic Planning, Team Motivation, Consultative Selling,

**CUSTOMER RELATIONSHIP** – Customer Relationship, Key Account Management, Relationship Building, Coaching and Mentoring, Prospecting, Networking, Problem-Solving, Customer Retention

**TOOLS AND SOFTWARE** – CRM Software, Microsoft Teams, Thin Vision, Citrix, Outlook, SAP, Oracle, Service Now, Macros, Sales Dashboard Report within Microsoft Excel, Powerbi, Softgi.

## EXPERIENCE

### AUTHOR & CONTENT CREATOR

#### YELLOW BIRD

2015 - Current

I've been writing regularly since 2015, with the publication of my first book "Voluntary work, a Legal and Social Reflection". In 2023, I created the "Yellow Bird" writing brand.

- (2023) - Preparing to republish the book "The Yellow Notebook" in an improved and revised version. Preparing the publication of the collection of short stories "Um novo Espetáculo e outros Contos" (A New Show and Other Tales). Available on Bubok.
- (2022) - Publication of the first edition of the volume of chronicles "The Yellow Notebook".
- (2021) - Start of a literary partnership with an online newspaper in Braga, Amaral Media Publications.
- (2021) - Publication of the book "Hipnose, o regresso ao passado", by Editora Gato Bravo.
- (2019) - Publication of the book "Hypnosis, the return to the past" in English as a self-publication on Amazon and Ingram Spark.
- (2015) - Publication of my first book "Volunteering, a legal and social reflection".

### SALES EXPORT MANAGER ANF BACKOFFICE MANAGER FOR THE DACH MARKET

#### AMF Safety Shoes

01/07/2023 – 01/03/2024

- Developing new markets/geographies strategically defined by management.
- Identifying and seeking out new customers
- Establishing and maintaining commercial relationships with existing customers (account management)
- Backoffice tasks: order management, collection of overdue invoices, complaints management, collaboration with the production and planning teams to manage and despatch goods.
- Identifying customer needs and utilizing solutions that meet their requirements

- Implementing commercial/marketing strategies to achieve the department's objectives (sales target)
- Tracking and monitoring the performance indicators of the department and individual clients (sales)
- Benchmarking and constantly analyzing the activities of the main competitors and the market
- Submitting proposals to the company for the necessary changes based on the market benchmarking carried out
- Regular visits to customers - current/new
- Preparing the reception for clients on their visits to AMF.
- Participating in fairs/events by the defined commercial strategy
- Training on our products/solutions for customers and AMF departments
- Use of Customer Relationship Management (CRM) tool

## **SWISS ACCOUNT AND BACKOFFICE MANAGEMENT**

**Nestlé**

**12/2022 – 06/2023**

**Lisbon, Portugal**

- Managed and maintained Swiss client accounts, ensuring precise financial oversight and adherence to regulatory standards.
- Handled customer communications through calls and emails, providing responsive and effective support, enhancing overall satisfaction, and nurturing strong client relationships.
- Collaborated seamlessly with Sales and Customer Service teams to address overdue invoices and execute structured payment plans, promoting efficient financial management.
- Proficiently managed customer inquiries via calls and emails, providing responsive and solution-driven communication.

## **FINANCIAL SERVICES – BACKOFFICE MANAGER (MASTER DATA)**

**Adidas**

**03/2022 to 10/2022**

- Formulated innovative IT strategies for implementing large-scale changes in customer accounts using cutting-edge technological solutions, including Macros and Shuttles.
- Executed critical order management for the Sales Development team, adeptly prioritizing tasks within the market.
- Collaborated closely with the credit and claims team to harmonize payment terms and maintain order updates.
- Proficiently utilized various tools, including SAP, CCH, Purchasing group portals, Macros, Shuttles, Microsoft Excel, Aspen, and Google tools for effective email management and meetings.
- Orchestrated and streamlined Master Data processes in close collaboration with German stakeholders.

## **SENIOR PROCESS OPERATOR (DACH MARKET)**

**Solvay**

**01/2020 to 03/2021**

**Lisbon, Portugal**

- Developed and implemented proactive solutions to prevent overdue payments from customers.
- Collaborated with Sales and Credit teams to align payment terms.
- Escalated outstanding debt matters to support business objectives.
- Conducted in-depth analysis of customer payment history, identifying and resolving financial issues causing invoice payment delays.
- Customer portfolio management focused on the Dach Market.

## **CLERK POSITION (DACH MARKET)**

**Europcar**

**02/2018 to 08/2019**

**Lisbon, Portugal**

- Processed payments, refunds, and exchanges accurately and efficiently.
- Managed the resolution of banking disputes initiated by customers, efficiently facilitating document submission to banks.
- Served as an intermediary between the company and insurance firms, orchestrating debt recovery efforts.

- Addressed customer complaints related to unauthorized debits, ensuring swift resolution.
- Managed a portfolio of insurer accounts, ensuring effective debt recovery strategies.

## **CUSTOMER SUPPORT (DACH MARKET)**

**03/2012 to 10/2017**

### **Fujitsu**

**Lisbon, Portugal**

- Delivered service desk services to users globally across a 5-year contract, catering to TOTAL, CEMEA (Europe, Asia, and the Middle East), and AMAS (United States) groups.
- Conducted shadowing and efficiently managed databases for onboarding new employees.
- Utilized specialized tools including Citrix, Thin Vision, and Service Now for service delivery.
- Translated internal procedures to enhance cross-cultural communication and comprehension.
- Managed internal documentation for the German market, ensuring effective organization and accessibility.

## **EDUCATION**

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**M.D.: Faculty of Law**

**09/2012**

University of Lisbon

Lisbon

**Bachelor in Law: Law**

**03/2008**

Portuguese Catholic University of Law (FD-UCP)

Portugal

## **LANGUAGES**

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English-*fluent*

Portuguese-*native*

German-*fluent*