Gabriella Andrade

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Technical Support Specialist

Technical Support Specialist with a strong frontend development background.
Experienced in assisting users, troubleshooting technical issues, improving user experience, and
communicating clearly with both customers and technical teams.

Strong experience supporting websites, and digital platforms, handling bug reports,
feature questions, usability issues, and client communication. Comfortable working remotely,
collaborating across teams, and providing empathetic, solution-oriented customer support.

WORK EXPERIENCE

Freelance
Customer & Technical Support (Digital Products)   Remote • 2024 - Present

- Provided ongoing customer and technical support for websites and digital products.
- Assisted clients with platform usage, issue resolution, and feature-related questions.
- Investigated and resolved bugs, UI issues, and performance problems.
- Communicated clearly with non-technical clients, translating technical issues into simple language.
- Performed testing, troubleshooting, and cross-browser validation to ensure product stability.

ALIEST
Sales Consultant   Curitiba, BR • 2023 - 2024

- Provided direct customer assistance and personalized support for B2B and B2C clients.
- Handled customer inquiries, problem resolution, and follow-ups.
- Used CRM tools to track issues, requests, and client interactions.
- Collaborated with internal teams to ensure customer satisfaction and retention.

Moskkito
Store Manager   Lisbon, PT • 2021 - 2022

- Led customer service operations and ensured high-quality customer experience.
- Resolved customer issues, complaints, and service-related requests.
- Trained and supported sales assistants in customer service best practices.
- Improved customer satisfaction and retention through service-focused strategies.

CERTIFICATIONS

Front-End Web and Mobile Development   2024 - 2024
Nucamp

Web Development Fundamentals   2023 - 2024
Nucamp

Software Testing   2023 - 2023
Udemy

PROJECTS

WebLuma

Founder | Customer & Technical Support • **webluma.tech**
• Founded and built a web services platform from scratch, managing the full lifecycle from creation to launch.
• Led all customer communication, onboarding, and ongoing client support.
• Assisted clients with website usage, updates, troubleshooting, and technical questions.
• Translated technical concepts into clear, non-technical language for customers.
• Resolved UI, performance, and usability issues, ensuring a smooth customer experience.
• Maintained long-term client relationships through proactive and solution-oriented support.

TravelJournal

Founder | Product & Technical Support • **traveljournal.me**
• Founded and developed a travel journaling platform from concept to production.
• Provided direct user support, assisting with platform usage, features, and navigation.
• Investigated, documented, and resolved bug reports and technical issues.
• Collected and analyzed user feedback to improve usability and overall user experience.
• Performed testing, validation, and troubleshooting to ensure platform stability.

SKILLS

Customer Support & Operations
• Customer Support
• Technical Support
• Ticket Handling
• Troubleshooting
• Bug Reporting
• User Assistance
• Customer Communication
• Remote Collaboration

Tools & Technical
• React / Next.js
• Chrome DevTools
• Git / GitHub
• REST APIs
• QA Manual Testing
• Cross-browser Testing

Soft Skills
• Empathy
• Clear Communication
• Problem Solving
• Customer-Centric Mindset
• Time Management