

Breno Sampaio

APPLICATION SUPPORT | SAAS CUSTOMER ONBOARDING | MULTILINGUAL OPERATIONS

Valencia, Spain | +34 621 161 482 | brenosampaio.dev@gmail.com

[linkedin.com/in/brenosampaio](https://www.linkedin.com/in/brenosampaio) | brenosampaio.vercel.app

Based in Spain | Open to relocation to Calgary, Alberta | French C1

Requires employer-specific work permit support; Francophone Mobility (C16) may be available for an eligible role outside Quebec.

PROFESSIONAL SUMMARY

Francophone multilingual customer operations professional with 8+ years of experience supporting international customers and coordinating issue resolution across systems and teams in Spain and France. Hands-on experience with Salesforce, ICNEA, Excel, data checks, documentation, staff onboarding and cross-functional case follow-up. Product and UX work adds practical experience in requirements analysis, workflow mapping and Figma. Developing technical foundations in SQL, relational databases, REST APIs, JSON and Postman. Targeting application support, SaaS onboarding and junior implementation roles in Calgary.

CORE SKILLS

Customer Support · Issue Investigation & Resolution · Case Coordination & Escalation · CRM/PMS Data Accuracy · Process Documentation · Staff Onboarding & Training · Requirements Analysis · Workflow Mapping · Excel Reporting · Multilingual Communication

PROFESSIONAL EXPERIENCE

Independent Product Designer | UX/UI & Digital Products | Independent

Valencia, Spain | Jan 2024 – Present

Independent product design work completed alongside other professional commitments.

- Translate business and user needs into requirements, user flows, information architecture and interface states.
- Map operational workflows and edge cases to clarify information, ownership and expected system behaviour.
- Create wireframes and interactive prototypes in Figma and communicate design decisions for implementation.

Receptionist | Front & Back Office Operations | Moontels

Valencia, Spain | Mar 2024 – Jul 2026

- Managed multilingual customer and operational cases involving reservations, requests, billing checks, reporting and internal follow-up.
- Investigated discrepancies by cross-checking information in ICNEA, Salesforce and internal systems, then coordinated corrective action with the relevant team.
- Maintained clear handovers, case ownership and next actions across front office, housekeeping, maintenance and administration.
- Helped onboard approximately two colleagues on systems, procedures and service standards.

Receptionist | Guest Services & Operations | Travelodge Hotels Limited

Valencia, Spain | Mar 2023 – Feb 2024

- Resolved customer and operational issues across face-to-face, telephone and digital channels in an international environment.
- Maintained accurate reservation data, shift information and internal communication for planning and follow-up.
- Tracked open actions and coordinated recurring service issues with internal teams through operational tools including Salesforce and Trello.

Freelance UX/UI Designer | Self-employed

France | Nov 2020 – Feb 2023

- Delivered UX/UI work for independent clients and conceptual products, from initial requirements to interactive prototypes.
- Mapped user journeys, workflows and information architecture to identify usability and process issues.
- Produced wireframes and high-fidelity interfaces in Figma and communicated scope, decisions and revisions directly with clients.

Receptionist | Front Office Operations | ibis, ibis Styles & ibis budget

Rennes, France | Nov 2017 – Oct 2020

- Managed daily front-office operations and multilingual customer support in Portuguese, Spanish, French and English.
- Investigated and resolved reservation, service and operational issues across reception, telephone and digital channels.
- Maintained accurate customer records, reservations and shift handovers using proprietary Accor/ibis systems.
- Onboarded and trained approximately two new team members on systems, procedures and service standards.

SYSTEMS, TOOLS & TECHNICAL FOUNDATION

Operational systems: Salesforce · ICNEA · Trello · Microsoft Excel · Accor/ibis proprietary systems

Implementation and support: Requirements analysis · Workflow mapping · Incident triage and escalation · Process documentation · User onboarding and training · UAT planning · Acceptance criteria

Technical foundation: SQL · Relational databases · REST APIs · HTTP/JSON · Postman

Product and delivery tools: Jira · Figma · Notion · Git · Next.js/React prototypes

LANGUAGES

Portuguese — Native · French — C1 · English — B2 · Spanish — B2 · Italian — B1

EDUCATION & CERTIFICATIONS

Professional Certificate, Web Design & Digital Interface — Escola SAGA, Brazil | 2010–2013

Google UX Design Certificate