

# Hugo Novera

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## Professional Summary

Customer Experience professional with international experience providing remote support for global platforms. Strong background in sensitive case handling, technical troubleshooting, conflict resolution, and structured communication. Known for delivering high CSAT, adapting quickly, and managing complex, high-volume workloads.

## Core Skills

- Multichannel Support (Email, Chat, Voice)
- Conflict Resolution & De-escalation
- Content Moderation
- Technical Support & Troubleshooting
- CRM Tools: Zendesk, Salesforce, GSuite
- Process Adherence & Quality Compliance

## Experience

### Airbnb — Guest Experience Advisor

**November 2023 – Present** - Handle sensitive and high-priority guest and host cases requiring empathy, accuracy, and strong decision-making.

- Provide global support within SLA, ensuring compliance with safety, trust, and policy guidelines.
- Perform detailed case investigation, documentation, and conflict mediation between guests and hosts.
- Collaborate cross-functionally with Trust & Safety and specialized teams to resolve escalated situations.
- Maintain high CSAT scores while managing large case volumes in a fast-paced environment.

### Bolt — Customer Support Specialist

**April 2022 – 2023** - Delivered multilingual support to passengers and drivers via chat and email in real-time.

- Resolved complex operational issues involving payments, app functionality, and account verification.
- Identified patterns and escalated recurring issues to improve product stability and customer satisfaction.
- Ensured compliance with safety procedures and internal protocols during incident-related cases.
- Achieved performance targets related to speed, quality, and customer satisfaction.

### Europcar — Customer Support Representative

**August 2021 – 2022** - Managed customer requests via email and phone with a focus on clarity and professional service.

- Handled booking changes, billing questions, and vehicle-related support.
- Assisted international customers while adhering to operational policies and rental conditions.
- Coordinated with local branches to resolve logistical issues and improve service delivery.
- Maintained accuracy in documentation and high service quality in a high-volume environment.

## **Education**

*Available upon request*

## **Languages**

- **English:** Professional Working Proficiency (B2/C1)
- **Portuguese:** Native

## **Tools & Platforms**

Zendesk • Salesforce • GSuite • Slack • Internal CMS Tools