

Yuri de Ferraz Munhoz

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PROFILE

Economist, graduated from **UFSM (SANTA MARIA FEDERAL UNIVERSITY)**. I have worked in municipal and state public administration, in the banking sector, and currently in the technology sector (FoodTech). I have experience in **client prospecting, lead qualification, sales closing, customer support, and social media management**.

SKILLS AND TOOLS

Sales	Customer service	AI Prompt Generation
Client prospecting	CRM	Python
Digital Marketing	Research	Canva (design)
		Microsoft Office Suite

PROFESSIONAL EXPERIENCE

PedeFácil (pedefacil.pro) (2024 - Present)

- Prospecting new clients and partners through email and social media
- Lead qualification
- Commercial (closing) leads in the sales funnel via WhatsApp and phone
- Customer support, assisting with various product-related demands
- Content creation and management of the company's Instagram (@pedefacil.pro)

DAER/RS (2022-2023)

- Public service
- Systems operation and handling administrative processes

Municipal Government of Palmeira das Missões (2022)

- Worked in the Bidding and Procurement sector
- Public service
- Participation in conducting bidding processes
- Budget monitoring and tracking
- Systems operation

20th Regional Coordination of Education/RS (2020-2022)

- Analysis and operation of systems related to the Coordination's educational network
- Public service
- Document protocol related to the Coordination

Banrisul – Banking of State of Rio Grande do Sul (2019-2020)

- Customer service
- Conducting credit operations
- Opening and closing accounts
- Portability of credit operations from other financial institutions to Banrisul
- New client prospecting
- Customer service for investment applications