

Tell me a little bit about yourself.

My name is Débora Paulino, I'm 32 years old, I'm married, and I have a daughter, Marina. She is 4 years old.

About me

My current job is at 99. / At present I work for 99.

My function is to manage the 99 House, relationship and assistance driver center.

My team is composed of 9 people, 7 of them are BPOs and 2 of them are Orangers. I also supervise the security and the cleaning staff.

My main job is to deliver the OKR and KPI of the company. For example, the CSAT, resolutes and reduce the churn numbers for Manaus and Campo Grande.

99 Current Job

My previous job was at Simoes Group, a big group in the north of Brazil.

I worked at the dealership division at Murano Vehicles.

My team was composed of 20 people. I supervised 2 leaders: one sales leader, one relationship leader, each of them with their teams.

I was responsible for the billing and for achieving the sales and margin goals.

Previous Experience Simoes Group

How long have you worked at 99?

I have worked there for 1 year.

How long did you work at Simoes Group?

I worked there for 3 years.

How did you hear about this position?

I saw it on LinkedIn.

Why are you interested in this position?

Because it is a sales position and I miss working in this department. / in this area.

I have been looking for an opportunity to be back to this area.

Do you use English at your work at 99?

Most of the English I use is in writing, but I participate once a month in a meeting in English only.

Where do you live?

I live in Flores, next to Amazonas Mall.