



OPERATIONS LEADER | OFFICE & ADMINISTRATIVE MANAGER | EXECUTIVE ASSISTANT | CUSTOMER SUPPORT & CONTENT MODERATION SPECIALIST | 15+ YEARS IN INTERNATIONAL COMPANIES | MULTILINGUAL (FR/EN/PT)

PAULO REIS

EXPÉRIENCES

- **Mai 2025**
Présent

GET - GLOBAL ESCALATION TEAM AGENT (SOCIAL MEDIA)
Concentrix.

 - As part of the first line of defense in content moderation, I play a crucial role in safeguarding the integrity of online platforms. As a dedicated content reviewer, my role goes beyond ensuring accuracy and quality. I firmly believe in the power of curated content to shape a safer, more informed digital environment. By meticulously screening materials for accuracy, eradicating errors, and removing any sensitive or inappropriate content, I strive to foster a cyber world that's not just secure but also conducive to positive interactions. Upholding high standards ensures that the audience receives information that's not just reliable but contributes to a healthier online space, aligning with my commitment to making the digital sphere a better place for all.

- **Oct 2023**
Mai 2025

TIER 2 SENIOR CONTENT REVIEWER- MODERATOR /CYBERCRIME OPS/TRUST SAFETY AND LEGAL OPS.
Concentrix.

Senior Content Moderator-Reviewer/ multilingual /Trust Safety & Legal ops / Cyber crime ops

- **Fév 2022**
Oct 2023

SENIOR CONTENT REVIEWER-MODERATOR /CYBERCRIME OPS /TRUST SAFETY AND LEGAL OPS
Concentrix.

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- **Déc 2024**

FREELANCER AI SOLUTIONS
Uber.

 - Translating and reviewing multilingual content
 - Editing or correcting AI-generated responses
 - Transcribing or verifying voice recordings
 - Improving AI's understanding of global languages

- **Sep 2021**
Mar 2022

ANALYST - QUICKBOOKS FRANCE (CUSTOMER SUPPORT)
FoundeverTM Sitel.

Track record as a QuickBooks expert specializing in financial analysis. With extensive experience navigating the intricacies of QuickBooks, I have honed my skills in financial data interpretation, report generation, and strategic decision-making. I am skilled at using QuickBooks's features to optimize financial workflows, expedite procedures, and offer thorough insights that spur company expansion.

- **Oct 2016**
Sep 2021

TRAVEL AGENT - CLUB MED (CLUB MÉDITERRANÉE) - USA, CANADÁ, BRASIL (CUSTOMER SUPPORT)
FoundeverTM Sitel.

Experience in sales and coordination of all-inclusive resort trips worldwide. My journey encompasses curating seamless travel experiences from inception to completion, entailing meticulous organization of accommodations, activities, and transportation (air, sea, land transport). Let's delve into the world of creating unforgettable all-inclusive resort stays across diverse destinations.

- **Sep 2013**
Oct 2016

DIRECTOR OF OPERATIONS
Pans & Company.

With extensive experience in restaurant management, I have honed my skills at Pans & Company, excelling in overseeing multifaceted operations. My expertise spans across personnel management, adept handling of stocks, optimizing sales strategies, meticulous scheduling, and comprehensive planning. I bring a wealth of knowledge and a proven track record in steering diverse aspects of restaurant operations towards efficiency and success.

- **Oct 2012**
Sep 2013

CUSTOMER SERVICE_FRENCH
Bouygues Telecom.

Customer-focused Telecommunications Support Agent with experience assisting Bouygues Telecom clients through high-quality telephone support. Skilled in diagnosing technical issues, guiding customers through troubleshooting steps, and managing administrative requests with accuracy and professionalism. I excel at delivering clear communication, building trust, and ensuring a positive customer experience in every interaction.

Proficient in handling mobile, internet, and TV service inquiries, documenting cases in CRM tools, and coordinating with technical teams to resolve complex issues efficiently. I am committed to providing fast, reliable, and customer-oriented solutions while maintaining Bouygues Telecom's standards of excellence.

Driven, adaptable, and solution-oriented, I continually aim to improve processes and contribute to a better customer journey.

- **Sep 2007**
Sep 2012

ADMINISTRATIVE MANAGER
Leogaia , LDA.

deep experience in administrative management, office management, and executive assistance, coordinating offices, supporting senior leadership, organizing events, managing travel logistics, and working closely with suppliers. I truly enjoy creating structure, improving processes, and making life easier for the teams I support.

- **Aoú 2005**
Sep 2007

DIRECTOR OF OPERATIONS
Mc Donalds Luxembourg.

A role that shaped my leadership style, strengthened my resilience, and taught me the value of teamwork, structure, and excellence. I managed budgets, supported large teams, handled daily challenges, and ensured that everything ran smoothly even on the most demanding days.

Deep experience in administrative management, office management, and executive assistance, coordinating offices, supporting senior leadership, organizing events, managing travel logistics, and working closely with suppliers.

- **Nov 1993**
Aoú 2005

DIRECTOR OF OPERATIONS
Mc Donalds Portugal.

Growth from employee to director, encompassing all management, training, and administrative positions.

A role that shaped my leadership style, strengthened my resilience, and taught me the value of teamwork, structure, and excellence. I managed budgets, supported large teams, handled daily challenges, and ensured that everything ran smoothly even on the most demanding days.

Deep experience in administrative management, office management, and executive assistance, coordinating offices, supporting senior leadership, organizing events, managing travel logistics, and working closely with suppliers.

ÉDUCATION

- **Juin 1996**

BACHELOR'S IN BUSINESS ADMINISTRATION
University of Illinois. Illinois Chicago

Administration and Business

- **Sep 1989**
Juin 1995

ACCOUNTING AND BUSINESS MANAGEMENT CGE
Externato Oliveira Martins. Espinho (Portugal)

Administration, Business and Marketing

Dynamic and adaptable professional with 15+ years of experience in operations leadership and 5 years managing headquarters offices in Portugal. I built my career in major international companies in Luxembourg and Portugal, developing strong skills in organization, problem-solving, and team support.

Former Director of Operations at McDonald's for nearly 15 years, where I led teams, managed budgets, ensured daily operational excellence, and strengthened my abilities in leadership, resilience, and strategic decision-making.

I also bring 6 years of experience in Customer Support across several service-provider and call-center companies, refining my communication skills, empathy, and ability to resolve issues quickly in high-pressure environments.

My background includes extensive experience in administrative management, office management, and executive assistance, supporting senior leadership, organizing corporate events, coordinating travel logistics, supervising suppliers, and optimizing processes.

Additionally, I have worked as a Content Reviewer/Moderator, supporting global brands and developing strong analytical, auditing, risk-management, and bilingual communication skills.

Fluent in French and English, I am independent, organized, and recognized as a reliable, people-focused team member who contributes stability and efficiency to every project. I am committed to continuous growth and ready to bring my experience and energy to my next professional challenge.

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COMPÉTENCES

- Support
- Gestion
- Organisation
- Communication
- Coordination
- Planification
- Analyse
- Suivi
- Efficacité
- Leadership

LANGUES

- french | Natif
- Portuguese | Natif
- English | Compétence professionnelle complète
- Spanish | Compétence professionnelle limitée

