Talita Oliveira da Costa

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Career Profile

Experienced Customer Support and Technical Support B2B/B2C professional with over 3 years of experience with ServiceNow, technical troubleshooting, and access management in corporate environments. Strong background resolving incidents, managing SLAs, prioritizing high ticket volumes, and maintaining clear user communication. Known for accuracy, problem-solving, and excellent documentation.

Professional Experience

Customer Service Executive – Hostelworld Group

Dublin, Ireland | Oct 2021 – Feb 2025

- Managed 100+ daily tickets and live chats in Zendesk, consistently achieving CSAT results above 80%.
- Resolved 400+ cases per quarter, maintaining a 48-hour SLA.
- Contributed to a 6-month project to redesign the Help Center, leading the UX flow redesign for the "Contact Us" section to improve accessibility for users.
- Documented procedures, created templates, and collaborated with the product team to enhance user experience and internal processes.

Technical Support – IBM for Bank of Ireland

Dublin, Ireland | Jul 2018 – Oct 2021

- Resolved 20+ technical tickets per day in ServiceNow, including account unlocks, permission issues, password resets, login errors, and validation of internal applications.
- Served as the team's primary resource for access management, processing 100+ bulk access requests, reducing processing time by 30%.
- Classified, prioritized, and assigned tickets to the appropriate technical groups based on impact and SLA requirements.
- Performed L1 troubleshooting and escalated cases with complete documentation to L2/L3 when necessary.

- Maintained proactive communication with users, requesting missing information, and providing clear updates throughout the ticket lifecycle.

Associate Authentication Analyst - Symantec

Dublin, Ireland | Jun 2017 – Mar 2018

- Validated and authenticated SSL certificates across EMEA.
- Ensured the accuracy of technical documentation required to expedite certificate issuance, improving operational efficiency and customer satisfaction.
- Advised customers on correct documentation requirements to accelerate processing and reduce delays.
- Collaborated closely with internal sales teams, handling escalations and authenticating purchase orders.
- Ensured compliance, security, and accuracy throughout the certificate lifecycle.

Education

- **Master's in Interactive Digital Media** *Griffith College (Distinction) Dublin, Ireland*
  Sep 2022 – Sep 2024
- **BA in Business Studies** (Marketing) *Griffith College, Dublin, Ireland*
  Feb 2020 – May 2021
- **BA in Business Management** *IBAT College, Dublin, Ireland*
  Sep 2014 – May 2017

Certifications

Google UX Design Professional Certificate — Coursera (2025)

Skills

- **Ticketing system:** ServiceNow, Zendesk, HubSpot, Jira
- **Languages:** English (Fluent), Portuguese (Native), Spanish (Advanced)
- **Tools & Software:** Microsoft 365, Figma, Adobe Creative Cloud