

Talita Oliveira da Costa Valencia, Spain

talitaocosta@gmail.com | +34 653 104 610 |

<https://www.linkedin.com/in/talita-oliveira-da-costa-b36264b9/> | ocostalita.com

Professional Profile

Business support professional with 6+ years of experience managing business communications, high-volume requests, documentation, and cross-functional coordination in fast-paced B2B and B2C international environments. Fluent in English and experienced with digital tools, process improvement, and accurate follow-through in remote and client facing roles. Known for professionalism, problem-solving, and the ability to adapt quickly to new systems and workflows. Entitled to work full time in Spain.

Professional Experience

Customer Support Sesame HR | Temporary contract

Valencia, Spain Jul 2025 - Oct 2025

- Delivered responsive B2B support via chat and email (HubSpot), consistently meeting SLA targets while ensuring a high-quality customer experience across 30+ daily interactions.
- Acted as a trusted advisor to HR professionals and platform administrators, helping them maximize product value and achieve their operational goals.
- Partnered with the product team to advocate for customer needs, providing structured feedback to drive improvements in usability and functionality.
- Diagnosed and resolved technical issues, coordinating with internal teams and maintaining ownership until full resolution.

Customer Service Executive Hostelworld Group

Dublin, Ireland Oct 2021 - Feb 2025

- Managed 100+ daily customer tickets in Zendesk, ensuring fast and accurate responses in a high-volume environment.
- Delivered clear customer communications and guided users through platform features, booking systems, and operational issues.

- Resolved 400+ cases per quarter while meeting 48-hour SLA targets and maintaining CSAT above 80%.
- Collaborated with Product and Market Support teams to troubleshoot issues, improve workflows, and support service delivery.
- Contributed to a Help Center redesign project, improving the “Contact Us” flow and increasing self-service adoption.

Technical Support Analyst IBM (Bank of Ireland)

Dublin, Ireland Jul 2018 - Oct 2021

- Provided L1 support B2B, including access to internal applications, Active Directory, MFA, Office 365, and Windows.
- Served as a point of contact for access and system configuration requests, processing 100+ bulk updates and reducing turnaround time by 30%.
- Managed 20+ daily requests through ServiceNow, escalating complex issues to L2/L3 teams with detailed documentation to support efficient resolution.
- Communicated technical information clearly to non-technical stakeholders to prevent disruptions and support smooth operations.

Associate Authentication Analyst Symantec

Dublin, Ireland Jun 2017 - Mar 2018

- Managed SSL certificate authentication and validation for EMEA clients, ensuring compliance with high level of attention to detail in a security-sensitive environment.
- Guided customers through documentation and verification requirements, reducing delays and rework.
- Coordinated with sales and support teams to resolve escalations and validate purchase orders.

Education

- **MSc. in Interactive Digital Media**
Griffith College 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, Ireland Sep 2014 - May 2017

CERTIFICATIONS

- **Programa Generación Digital Agentes del Cambio**
FEMPA, Spain Jan 2026 - Mar 2026
- **Diseño de Producto Editorial Multimedia**
Centro de Estudios Activa, Spain Oct 2025 - Jan 2026
- **Web Analytics to measure Marketing results**
BAI Escuela de Empresa, Spain Nov 2025 - Dec 2025
- **Google UX Design Certificate**
Coursera Feb 2025 – Apr 2025

Skills

- **Tools:** Zendesk, ServiceNow, HubSpot, Jira, Slack
- **Product & Content:** Figma, Adobe Creative Cloud, Canva
- **Languages:** Portuguese (Native), English (Fluent), Spanish (Advanced)
- **Core strengths:** Content accuracy, documentation, cross-functional coordination, digital platforms, process improvement, detail orientation.