

# Douglas Teixeira

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## Professional Summary

Hardworking and result-driven professional offering a blend of eCommerce, social media, interpersonal, and administrative skills to enhance client experience and ensure operational efficiency to your brand.

## Professional Experience

### E-commerce Specialist | Social Media Manager | WordPress Developer

Mariana Andrade Odontologia e Estetica Avançada | Remote | Jan 2025–Present

- Developed and managed WordPress-based e-commerce websites using WooCommerce and custom themes.
- Implemented SEO best practices and CRO techniques to improve visibility and conversion rates.
- Created and scheduled content calendars for Facebook, Instagram, and LinkedIn to align with brand voice and marketing goals.
- Ran Meta Ads and other paid campaigns to drive customer acquisition and retention.
- Analyzed store performance using tools like Google Analytics and Meta Business Suite to optimize marketing strategies.
- Collaborated with design and content teams to create high-converting product pages and landing pages.
- Utilized platforms like Shopify and WordPress to build and maintain user-focused digital storefronts.
- Applied knowledge from Google E-commerce and Meta Digital Marketing certifications to real-world client work.

### Shipping Support / Technical Support Agent

Younique Products | Lehi, USA | May 2021–Aug 2023

- Provided empathetic and timely customer support regarding logistics issues, ensuring high levels of customer satisfaction and loyalty.
- Communicated effectively in both Portuguese and English to resolve shipping inquiries, demonstrating strong bilingual communication skills.
- Actively contributed to operational improvements by identifying recurring issues and recommending actionable solutions.
- Tracked shipment statuses and communicated updates to customers, maintaining transparency and trust throughout the shipping process.

### Senior Foreign Exchange Analyst

MB Comércio Ltda | Petrolina, BA | Oct 2023–Jan 2025

- Supervised and coordinated all fruit exports to multiple international destinations, ensuring compliance with international shipping regulations.

- Led a team of two in logistics operations, enhancing operational efficiency and client service delivery through effective teamwork and communication.
- Managed end-to-end export processes, including sales, logistics coordination, and billing, contributing to a 200% increase in company operations.
- Generated comprehensive quotes and negotiated terms with clients, leading to improved client satisfaction and retention rates.

## Foreign Exchange Analyst

Global Ways | Salvador, BA | Jan 2019–Mar 2021

- Oversaw all air and sea shipments, managing logistics operations from quoting to invoicing with precision and accuracy.
- Maintained detailed records of cargo stats and shipping timelines to ensure prompt deliveries and client satisfaction.
- Developed and maintained relationships with key clients, assuring ongoing business and addressing their logistical needs promptly.

## Education

- Coursera | Remote 2025-2025 | IBM Generative Ai – Prompt Engineering
- Coursera | Remote 2025-2025 | Google Digital Marketing & Ecommerce
- Coursera | Remote 2025-2025 | META Introduction to Social Media
- UNINTER | Brazil 2015-2019 | Bachelor's in International Relations

## Skills

Customer Service Excellence, Administrative Support, Logistics Coordination, Bilingual Communication (English & Portuguese), Freight Forwarding Knowledge, Conflict Resolution, Data Management, Client Relationship Building, Proficient in GSuite & Microsoft Office