

CONTACT

Date of birth: 02/1992

Cambuci, São Paulo - SP

CEP 01524-000

(11) 92201-4429

lucasmifarreg@hotmail.com

Site: lucasmifarreg.tech

Linkedin: [lucas-mifarreg](https://www.linkedin.com/in/lucas-mifarreg)

CORE SKILLS

Customer Experience

Customer Service

Trilingual Customer

Service

Trilingual Support

International Assistance

Travel Assistance

Problem Solving

High-Volume Customer

Support

Fintech

Compliance

LANGUAGES

Portuguese – Native

English – C1

Spanish – C1

LUCAS ALVARENGA MIFARREG

Customer Experience | Trilingual Customer Service

Native Portuguese | English C1 | Spanish C1

PROFESSIONAL SUMMARY

Customer Experience and trilingual customer service professional with over 4 years of experience in customer support, fintech, and international assistance. Works with global clients in Portuguese, English, and Spanish, including sensitive and high-pressure situations. More than 2 years of international experience in the United States and over 4 months in Europe, strengthening multicultural communication, independence, and adaptability.

PROFESSIONAL EXPERIENCE

ASSIST CARD

Nov 2025 - Present

Trilingual Assistant | São Paulo, SP

- Provides customer service and assistance to international travelers in Portuguese, English, and Spanish, handling health-related issues, baggage problems, insurance claims, and travel disruptions.
- Coordinates communication with hospitals, airlines, and service providers across different countries, ensuring clear and timely resolution in accordance with company protocols.
- Handles sensitive and urgent situations with empathy, accuracy, problem-solving skills, and a multicultural approach.

NUBANK

Jan 2021 - Feb 2023

Customer Experience | São Paulo, SP

- Provided support to credit card customers through calls and chats, assisting with transactions, purchase disputes, security concerns, and account management.
- Guided customers on financial products and tools through empathetic, solution-focused communication.
- Worked in a high-volume environment while maintaining accuracy, compliance, and adherence to internal policies.

INTERNATIONAL EXPERIENCE

UNITED STATES - 2+ YEARS

Extended immersion in an English-speaking environment, with daily interaction with people from different cultures, strengthening independence, communication skills, and adaptability.

EUROPE - 4+ MONTHS

London, Lisbon, and Barcelona. Multicultural experience connected to the practical use of English, Portuguese, and Spanish

EXPLORE MY JOURNEY BEYOND THE RÉSUMÉ

My experience has also been shaped by exposure to different cultures and languages. On my personal website, I have gathered highlights from my international journey and some of the places that have been part of that experience.

Explore my journey at: lucasmifarreg.me →