Rui Pedro Campos Afonso

Nationality: Portuguese   📞 (+49) 015735602128   **Date of birth:** 13/04/1990   **Gender:** Male

✉ **Email address:** Ruiafonso_dbass@hotmail.com

in **LinkedIn :** www.linkedin.com/in/rui-afonso-467a07100

📍 **Address**: Fackenburger allee 62a, 23554 Lübeck (Germany)

ABOUT ME

Creative self-taught mobile developer;
Energetic and optimistic customer service representative with over 3 years of professional experience assisting customers in solving complex issues;
Dynamic and charismatic sales person.

WORK EXPERIENCE

Bar keeper
My Way by Helena [20/05/2022 – Current]

City: Lübeck
Country: Germany

- Provided a welcoming atmosphere for all visiting guests.
- Deftly created a myriad of known mixed drinks as well as custom requests.
- Stocked and tracked bar products and supplies inventory.
- Responsible to follow legal and sanitation policies, maintaining an *A* grading throughout my employment.

Line leader
Tabel Gruppe [25/09/2021 – 20/05/2022]

City: Lübeck
Country: Germany

Team leader of line production, product packaging, warehouse organization with forklift.

Service Desk Agent
Fujitsu [15/02/2021 – 22/09/2021]

City: Braga
Country: Portugal

IT Support to Schneider Electric to spanish speaking countries, english speaking countries and Portugal

Client manager
Trofa Saúde Hospital [29/01/2020 – 15/02/2021]

City: Amadora
Country: Portugal

Budget management, operating room management, scheduling surgeries, team management, requests for authorization from insurance companies, financing for surgery

Administrative office worker
Trofa Saúde Hospital [27/09/2019 – 28/01/2020]

City: Amadora
Country: Portugal

Appointment confirmation, billing, rescheduling, back-office

Department store sales assistant
Fnac portugal [06/10/2018 – 06/05/2019]

City: Coimbra
Country: Portugal

Bookseller, Music instruments seller, shop organization and stock management

AppleCare Technical Advisor
Randstad [26/05/2017 – 30/04/2018]

City: Braga
Country: Portugal

First-line Customer Service, software and hardware technical support for Spanish, Portuguese and English Apple customers

Barman
Insólito Bar [31/12/2016 – 28/06/2017]

City: Braga
Country: Portugal

- Provided a welcoming atmosphere for all visiting guests.
- Deftly created a myriad of known mixed drinks as well as custom requests.
- Stocked and tracked bar products and supplies inventory.
- Responsible to follow legal and sanitation policies, maintaining an *A* grading throughout my employment.

Barman
Bar Academico [17/11/2016 – 17/05/2017]

City: braga
Country: Portugal

- Provided a welcoming atmosphere for all visiting guests.
- Deftly created a myriad of known mixed drinks as well as custom requests.
- Stocked and tracked bar products and supplies inventory.
- Responsible to follow legal and sanitation policies, maintaining an *A* grading throughout my employment.

Call centre agent - Vodafone
Randstad [19/05/2016 – 01/02/2017]

City: Braga
Country: Portugal

Call Center Operator
First-line Customer Service
2nd Line Customer Support Service and Back-office

Accounting technician
Cálculo XXI - Monção [29/05/2007 – 12/07/2007]

City: Monção
Country: Portugal

Accountant in training, main function: inventories and account management

Photographer
Animal Experience - Praia das Rocas [24/05/2015 – 02/09/2015]

City: Castanheira de Pêra

Country: Portugal

Wild animal trainer, wildlife photographer, photographer sales manager

Animal trainers
Foto Souvenir - magikland [29/05/2014 – 29/08/2014]

City: penafiel
Country: Portugal

Wild animal trainer, wildlife photographer

Photographer
Foto Souvenir - Aquashow [29/05/2013 – 02/09/2013]

City: Algarve
Country: Portugal

Water park photographer, wildlife photographer, photo sale

Photographer
Foto Souvenir - Aquashow [28/06/2012 – 29/08/2012]

City: Algarve
Country: Portugal

Water park photographer, wildlife photographer, photo sale

Administrative office worker
Marcobrinde - Monção [29/05/2008 – 12/07/2008]

City: Monção
Country: Portugal

customer management, telephone service, budgets, advertising distribution, product order

EDUCATION AND TRAINING

Music degree - Strings Instrumentist
Universidade do Minho [29/08/2012 – 16/07/2016]

Address: Braga (Portugal)
Field(s) of study: Arts and humanities : *Music and performing arts*

- Musical Interpretation
- History and Culture of the Arts
- History of Portuguese Music
- Chamber Music
- Instrument (Double Bass)
- Orchestra

String instrumentist
EPMVC - Escola profissional de Música Viana do Castelo [29/08/2008 – 12/07/2012]

Address: Viana do Castelo (Portugal)
Field(s) of study: Arts and humanities : *Music and performing arts*

- Instrument (Double Bass)
- History and Culture of the Arts
- Chamber Music
- Musical Analysis
- Orchestra
- Musical Formation

Management Techniques
ETAP - Valença [30/08/2005 – 13/07/2008]

Address: Valença (Portugal)

LANGUAGE SKILLS

Mother tongue(s): **Portuguese**

Other language(s):

Spanish	**English**
LISTENING C2 **READING** C2 **WRITING** C1	**LISTENING** B2 **READING** B2 **WRITING** B1
SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1	**SPOKEN PRODUCTION** B1 **SPOKEN INTERACTION** B2

COMMUNICATION AND INTERPERSONAL SKILLS

Soft Skills

- As self-thought Developer, I'm learning how to improve my "Problem-solving skills, critical thinking and Self-learning" skills;
- Ample communication skills acquired through professional experience as sales manager and manager of a wide portfolio of clients;
- Advantage in using Soft Skills acquired during training in management and job activity, as Emotional intelligence, Self-awareness, Time management.
- Group dynamics acquired through various professional experiences in different orchestras and as active participation in "Tuna Universitária do Minho ";
- Notions of "Consumer Care", empathy with the customer and relationship, after several training courses throughout years of experience;
- Easy adaptation to the type of language and an enhanced sense of sensitivity for each specific case.

DRIVING LICENCE

Driving Licence: B1
Driving Licence: B

DIGITAL SKILLS

My Digital Skills

Microsoft Office / Social Media / Mobile programmig: Kotlin, Java / Git / Object-Oriented Programming / Dart/Flutter Programming Language / Github / Android(Android Studio) / Windows and MacOS operating system