



Rui Pedro Campos Afonso

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ABOUT ME

Creative Web developer student;
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 – 30/09/2022]

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

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

Accounting technician

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

City: Monção

Country: Portugal

Accountant in training, main function: inventories and account management

EDUCATION AND TRAINING

Full-Stack Web Developer

Career Foundry [31/10/2022 – Current]

Address: CareerFoundry GmbH - c/o Factory Görlitzer Park Lohmühlenstraße 65, 12435 Berlin (Germany)

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

LISTENING C2 READING C2 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

English

LISTENING B2 READING B2 WRITING B1

SPOKEN PRODUCTION B1 SPOKEN INTERACTION B2

COMMUNICATION AND INTERPERSONAL SKILLS

Soft Skills

- As Web Developer student, 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