

Leonardo Duarte

Location: London
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- Personal Profile

I am passionate in achieving all my goals and this is shown through my great work ethic, punctuality and my drive to gain more knowledge. I am a creative person who is always looking to improve my skills set. I have proven that I am a quick learner with the ability to adapt to any situation. I have demonstrated that I work well on my own and also as part of a team. I am fluent in Portuguese and have a good understanding of the Spanish language. I enjoy communicating with others and enjoy being able to help people and to provide service. I am a friendly, outgoing person with strong communication skills. I have shown to be flexible with working times and am able to work off site if needed. I also enjoy playing video games and have participated in competitive tournaments around Europe.

- Skills

- Computing Language: C++/C#, Unreal Engine, Unity. (University 2nd Year).
- Proficient in using Excel/ Word / PowerPoint.
- Excellent Customer Service.
- Fluent Portuguese, Intermediary Spanish.
- Customer Relations.
- Time Management.
- Phone, Email & Face to Face Communications.
- Public Speaking.
- Team leadership/ Support.
- Networking.

- Work Experience

Academy Head Coach / Mental Health (Temporary)

New Meta Gaming Arena - London

August 2023 to October 2023

- Liaising with parents face to face, email, phone.
- Providing in person and online support to students.
- Developing children's core skills in life through the power of video games.
- Creating future classes and a healthy training regime for students.
- Providing full support to CEO on daily basis, physical/remote.
- Developing ideas, to help the company grow.

Gaming Specialist
Gravity - London
September 2022 to July 2023

- Provide technical support for all hardware/software equipment such as Virtual Reality Goggles, Gameboxes (Motion sensors).
- Troubleshooting, updating up to 30 gaming PCs daily, making sure they are all ready to be used by customers.
- Briefing customers before getting them started on their activity and being first point of contact for any enquiries.
- Maintaining building standards throughout they day, handling multiple book-ins.
- Opening/Closing different departments and providing a successful hand-off to colleagues and managers.

PC Troubleshooting/Repairing
Freelance
September 2015 to Present

- I confidently deliver support solutions that ensure optimal levels of IT service performance and swift resolution of issues and queries.
- Configure, install, update, troubleshoot and repair & replace computer systems.
- Personal computer hardware and configuration. Ensured that all backups were carried out and that all data was safe and secure.

eSports Competitor/Coach
Freelance
September 2015 to Present

- Former Rocket League player / Coach, 7 years of experience.
- Content Creator/Streamer.
- Stream chat moderation for various community members.
- Proficient with editing and audio software.
- Interpreter for the South-American region.
- Marketing ideas.
- Helping TO's events runs as planned.
- Coaching students/teams of various ages and backgrounds.

- **Education**

GCSE or equivalent

Stocklosa Middle School - Lowell, MA

A-Level or equivalent

Aggeo Pereira Do Amaral High School

Course in Logistics

Etec Fernando Prestes

Bachelor's in Game Programming (currently undertaking)

University of East London (UEL)

- **References Available on Request**