

# DIOGO PATRÍCIO TRINDADE SILVA

Lisbon, Portugal · diogoptsilva.1997@gmail.com · (+351) 914 390 822 · 16 Oct 1997

## EDUCATION

---

### Escola de Novas Tecnologias dos Açores

Technological Specialization Course in Network and IT Management

Ponta Delgada, Azores

Dez 2018 - Jan 2019

## WORK EXPERIENCE

---

### Biblioteca Pública e Arquivo Regional de Ponta Delgada

*IT Helpdesk*

Ponta Delgada Azores

Dec 2017 - Sep 2018

- Installing, configuring, maintaining and troubleshooting printers
- Handling customer data in KOHA databases
- Providing technical support to end-users for all types of computer issues
- Diagnosing and resolving hardware issues on public and workers' computers
- Performing routine maintenance to prevent problems on public computers

### Proturotel S.A.

*Night Auditor*

Ponta Delgada, Azores

Mar 2022 - Oct 2022

- Managed hotel operations during overnight hours in a hotel with over 100 guest rooms.
- Examined prior shift reports and ensured daily revenue documentation was accurate; investigated and resolved discrepancies when necessary
- Executed close-of-day duties such as generating reports on daily profits and room occupancies
- Create reports detailing the number of occupied and vacant rooms and daily revenue totals to give to management, housekeeping, and accounting departments
- Handle all aspects of the hotel front desk during overnight hours, including answering the telephone and emails, greeting new visitors, and assisting in-house guests with check-outs and other needs

### Groundlink III Handling

*Ground Agent*

João Paulo II Airport

Mar 2023 - Sep 2023

- Greeting passengers and providing assistance with check-in procedures
- Verifying passengers' identification and travel documents, issuing boarding passes and baggage tags
- Ensuring passenger's compliance with airline policies and regulations
- Weighing and tagging checked baggage
- Assisting passengers with oversized or special items
- Managing baggage claims and addressing issues with lost or damaged luggage
- Coordinating and managing the boarding process for flights
- Announcing boarding calls and ensuring a smooth and organized boarding experience
- Liaising with other airport and airline staff to communicate important information
- Sends, receives, and processes traffic information and documentation, operating and using appropriate systems and equipment

### Turim Hotels

*Hotel Receptionist*

Lisbon, Portugal

Sep 2023 - Present

- Managed hotel operations during overnight hours in a hotel with 90+ guest rooms.
- Examined prior shift reports and ensured daily revenue documentation was accurate; investigated and resolved discrepancies when necessary
- Executed close-of-day duties such as generating reports on daily profits and room occupancies
- Create reports detailing the number of occupied and vacant rooms and daily revenue totals to give to management, housekeeping, and accounting departments
- Handle all aspects of the hotel front desk during overnight hours, including answering the telephone and emails, greeting new visitors, and assisting in-house guests with check-outs and other needs

## SKILLS

---

Programming Languages: Java, Python, JavaScript, Bash

Technical Skills: Windows / Linux, Linux System Administration, MS Office, Git, MySQL

Languages: English, Portuguese, Spanish