



# RAFAEL RITA

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## Skills

- Data management and accurate data entry
- Proficiency in Excel and Google Sheets (basic formulas, pivot tables)
- Experience with administrative software and CRM
- Basic knowledge of HTML and CSS
- Experience in C and C++ (in progress)
- Remote booking and scheduling management
- Online research and data analysis
- Productivity tools: Microsoft Office, Google Workspace
- Advanced IT knowledge
- Remote administrative assistance
- Email management and client communication
- Task organization and planning
- Production control and workflow management
- Document processing and validation
- Attention to detail and work accuracy
- Ability to work independently and remotely
- Time management and meeting deadlines
- Strong written and verbal communication skills
- Adaptability to new tools and processes
- Teamwork and remote collaboration
- Willingness for continuous learning

## Professional Experience

01.2025 - atual

### **Chat Moderator**

CloudWorkers - Remote, Portugal

- Managing multiple text-based conversations while maintaining engagement and following platform guidelines.
- Flexible schedule allowing balance with other professional opportunities.
- Ability to write clearly, adapt to different contexts, and multitask.

01.2018 - atual

### **Remote Administrative Assistant**

Casa Silva - Pinhal Novo, Portugal

- Responsible for room booking management and customer communication to ensure operational efficiency.
- Administrative tasks, scheduling organization, and reservation follow-up to ensure customer satisfaction.
- Remote work with continuous interaction with customers via email and phone, providing necessary assistance.

01.2021 - 06.2023

### **Production Manager**

Aligroup - Passil, Portugal

- Supervised teams and implemented process optimization strategies.
- Competitor analysis and creative problem-solving related to products.
- Inventory monitoring and management of multiple databases.
- Effective communication with different departments to ensure efficiency and quality.

01.2013 - 11.2017

**IT Department Manager**

LMPC CHIP7 - Pinhal Novo, Portugal

- Maintenance and repair of IT equipment, internal and external customer support.
- Team task coordination and time optimization to ensure efficiency.
- Remote process monitoring, focusing on problem-solving and technical support.
- Provided personalized customer service, ensuring satisfaction with the service.
- Delivered remote services, emphasizing communication, task management, and transparency for excellent service delivery.

**Formação Académica**

09.2007 - 07.2010

12º Grade, High School Diploma in Management and IT Programming, Escola Secundaria de Pinhal Novo - Pinhal Novo

- Programming in languages such as C, C++, Java, and SQL
- Database management and information systems modeling
- Network administration and operating systems
- Web and desktop application development
- IT security fundamentals and best practices
- Project management and agile methodologies

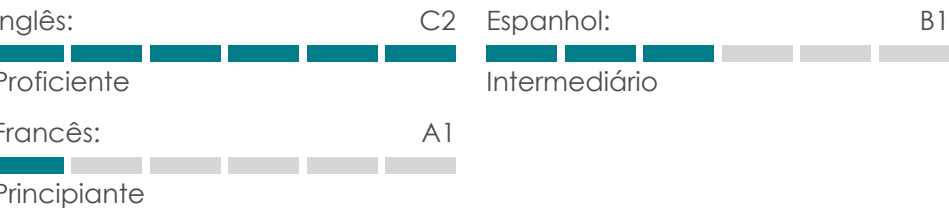
09.2006 - 06.2007

9º Grade, IT Studies, Escola Secundaria de Pinhal Novo - Pinhal Novo

- Maintenance and configuration of hardware and software
- Operating systems and basic computer networks
- Introduction to programming and software development
- Use of digital productivity tools
- Basics of IT security and best practices

**Idiomas**

**Português:** Língua materna



**Summary**

Professional with experience in remote administrative management, industrial welding, and production control. Currently transitioning into the technology field, attending a C and C++ programming bootcamp. Strong IT skills, including data management, administrative support, and digital tools. Seeking a remote opportunity where I can apply my organizational and technical skills to contribute to the efficiency and accuracy of business processes.