João Cardoso

Web Development Student

SKILLS

Soft skills
- Communication
- Teamwork
- Problem-solving
- Attention to detail
- Learning Agility

Technical
- Git

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WORK EXPERIENCE

3HB Faro - Senior Hotel Receptionist

MAY 2022 - DECEMBER 2023

- Guest Services & Check-ins/Check-outs - Guaranteed a smooth process while welcoming the guests with utmost professionalism and warmth as well as satisfying any guest enquiry at a 5 star luxury standard hotel.
- Supervision & Training - Onboarded new receptionists and oversaw the junior reception staff to ensure a harmonious and efficient work environment.
- Hotel Administrative Tasks - Handled cash transactions, day to day records in paper and digital format of sensitive information, and made sure they correct and up to date information.
- Customer Relations and Conflict Resolution - Fostes positive customer relations by anticipating needs and expectations, address and resolve guest complaints/issues, act as a liaison between the guest and the various hotel departments.

Inatel Albufeira - Hotel Receptionist

JUNE 2013 - MAY 2022

- First contact with hospitality - Swifltly passed the onboarding process and was able to be self sufficient to be able to start developing essential skills.
- Attention to detail & Multitasking- The nature of the area of employment made me develop a high attention to detail, organizational skills and a multitasking ability due to the high volume of work and unpredictability.
- Communication and Teamwork - Throughout my experience within the company the constant communication with the public and the different sectors within the hotel honed my ability to better communicate and develop healthy and meaningful connections with my teammates.

EDUCATION

ETIC_Algarve

WEB DEVELOPMENT - HIGHER PROFESSIONAL TECHNICAL COURSE (EQF LEVEL 5),
- October 2023 - July 2025 - 1220 hours
- Trainees will learn the necessary concepts to work on the web and in the cloud, using technologies such as HTML, CSS, Javascript, Python, Github, Docker, etc.
- The aim is for trainees to be able to develop a web project in all its aspects: Backend, Frontend, Infrastructure, etc.