

CURRICULUM VITAE

Name (s): Jose Carlos **Surname:** Pindula
Nationality: Mozambican **ID No.** 110100593835C
Marital Status: Single
Contact: 844034949

Professional Resume

With extensive professional experience, as a result of the work carried out in renowned companies and the "A" group, where I performed the most varied functions in the commercial area, I place myself at your disposal to demonstrate my skills and high sense of responsibility acquired over more of 10 years. I currently carry out activities remotely, due to the pandemic situation in the country.

Literary abilities

1997 12th Class at Liceu Polana Secondary School

2003 Business Management Course at the Institute of Business Administration in London

2005 Intensive English course at Central College of London

2010 Self leadership course at AJC & Lord Consulting (Maputo)

Professional experience

2020 - 2022 Years of Service – Volvo trucks and Bus, Swedish Auto Mozambique Factory Claims Administrator / Service Consultant. (current)

- Monitoring of factory warranty processes through the use of the UCHP – Volvo platform.
- Disclosure of maintenance and warranty campaigns in force.
- Preparation and negotiation of budgets for parts and services.
- Ensuring the quality and effectiveness of the customer service invoicing process service advisor.
- Customer service.
- Counseling, reception.
- Monitor the opening process.
- Completion of service sheets, as well as recording the faults reported by the customer.
- Computing from the user's point of view: MS OFFICE;
- Internet and Outlook email.

2014 – 2020 Commercial Manager at Toyota de Moçambique (Cfao)

Monitoring of sales orders to prepare reports on market trends, demand and competitors for decision making by the Board;

Customer service and maintenance service advice;

Services advisor;

Analysis, verification and control of documentation related to car sales;

Management of the customer portfolio.

CURRICULUM VITAE

2008 – 2014 Commercial Manager at Europcar

Vehicle quality inspection;

Rental management;

Promotion of tourist packages;

Elaboration of commercial proposals in order to guarantee the alignment between the needs of the clients and the control of the production, confirming the values with the Management to make it possible to carry out sales;

Clarification of customer doubts during service and assist in choosing the appropriate products;

Elaboration of commercial proposals in order to guarantee the alignment between the customers' needs and the control of the products in order to confirm the values with the Management.

Other Skills

- 1) Computing from the user's point of view;
- 2) Good presentation;
- 3) Ease of communication;
- 4) Ability to work in a team;
- 5) Ease of adapting to any work environment;
- 6) Driving license for light vehicles (B).

- Ability to Work as a Team
- Ease of adaptation
- High spirit of will and of learning
- Immediate availability.

Languages

Portuguese Spoken and written fluently

Fluently Spoken and Written English

French Basics

Changana Speaks reasonably

References

Mr. Júlio Gopolo (Administrative Director) – 826289000/843389000

Mr Arlindo Pindula (Tour guide) – 824308110

Mrs. Maria Smith - +447949695971.