

# Joao Augusto

FRONT END DEVELOPER

## Details

31 FISHERGATE HILL  
PR1 8DN, Liverpool  
United Kingdom  
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NATIONALITY

Portuguese

DRIVING LICENCE

B/B1

DATE OF BIRTH

29/10/1997

## Links

[Personal Portfolio](#)  
[EREPS membership level 4](#)  
[Personal trainer](#)

## Skills

Problem Solving  
Dependable and Reliable  
Active Listening  
Critical Thinking  
Team Supervisor  
Office 365 proficient  
IBM SPSS Statistics  
Hardware troubleshooting  
HTML / CSS  
Javascript  
UI/UX  
GitHub  
Bootstrap / Tailwind

## Languages

Portuguese  
English  
Spanish

## Profile

I am a dedicated and dependable professional seeking to transition from the hospitality industry to a new career path. With a strong background in hospitality, I bring a solid foundation in customer service, attention to detail, and effective communication.

## Employment History

### Customer Advisor, HGS, Liverpool

SEPTEMBER 2023 – NOVEMBER 2023

- Following recommending procedures to maintain a better workflow.
- Navigate through information to better assist the customer
- Create rapport with customers through the phone
- Explain procedures and advise customers
- Maintain a clean and efficient workspace

### Head Bartender, Bar Pintxos, Preston

APRIL 2023 – SEPTEMBER 2023

- Oversee bar operations and lead the team in providing exceptional service
- Create and serve a wide range of beverages, including cocktails, wines, and beers
- Ensure high-quality standards are met in beverage preparation and presentation
- Manage inventory, order supplies, and maintain stock levels
- Develop and update drink menus
- Train and mentor staff
- Handle customer inquiries or concerns
- Create a welcoming and enjoyable atmosphere for guests
- Ensure efficient and smooth bar operations

### Delivery Driver, GoPost / Amazon, Preston

FEBRUARY 2023 – APRIL 2023

As an Amazon delivery driver, I transport packages from fulfilment centers to customers doorsteps. I follow routes, load packages and prioritise safety.

### Fitness Coach // Personal Trainer, Everlast Gyms, Preston

NOVEMBER 2022 – APRIL 2023

- Guide individuals and lead group classes to help achieve fitness goals
- Create customized workout programs
- Emphasize strength training, cardiovascular exercises, and flexibility
- Provide education on nutrition and healthy lifestyle choices
- Offer motivation and support throughout the fitness journey

### Supervisor, Fino Tapas, Preston

FEBRUARY 2022 – FEBRUARY 2023

- Ensure smooth operations and exceptional customer service
- Oversee restaurant staff and manage their performance
- Assign tasks and coordinate with kitchen and front-of-house teams
- Handle customer inquiries and concerns, ensuring prompt resolution
- Maintain high levels of efficiency and productivity
- Monitor inventory levels and place orders
- Ensure proper food handling and safety procedures are followed
- Create a positive work environment and motivate the team

- Uphold the restaurant's standards of excellence in service and quality
- End of day reports

### **Waiter / bartender, Hotel Dom Vasco / Casa do Médico de São Rafael, Sines**

MAY 2021 – NOVEMBER 2021

Listed

### **Waiter / Bartender, Arte & Sal, Sines**

MARCH 2020 – SEPTEMBER 2022

Listed

### **Barman / tour guide, Black Pig - Destilary, Vila Nova de Santo André**

JULY 2019 – AUGUST 2019

At Black Pig Distillery I did guided distillery tours and had minor involvement in the distillery process.

### **Waiter / Barman, O2 Café, Vila Nova de Santo André**

SEPTEMBER 2018 – JULY 2020

Listed

## **Education**

### **Bsc Physical Activity and Lifestyle, Escola Superior de Desporto de Rio Maior, Rio Maior, Portugal**

OCTOBER 2017 – JULY 2020

I graduated with Honours, demonstrating a strong understanding of exercise prescription, the fundamentals of nutrition, and psychology.

### **A level in Science and Technology , Escola Secundaria Poeta Al Berto, Sines**

SEPTEMBER 2014 – JUNE 2017