

# Luca Pae

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**Mobile:** 44 (0) 07 3097 14397 **Email:** thisismypassword@protonmail.com

## Personal Profile

Outgoing, multilingual, friendly team player with the ability to find solutions to problems through both creative and analytical problem solving. Computer literate in all forms of Microsoft programs, a number of web development software programs and digital marketing packages.

## CEEP - Pedro Boaretto Neto, Cascavel Pr (equivalent to Scottish Higher Education)

Address: Rua Natal, 2800 – Centro, Cascavel – PR, Brazil

Proficiencies: English, Portuguese, Maths, Philosophy, Sociology - 8 and 9 out of 10. (equivalent to A's and B's.)

Higher Technical Education certificate specialising in Administration .

## Employment History

### Events Management Assistant.

**From April 2017 to December 2017**

**Containerships GmbH (Part of the CMA CGM Shipping Group, the 4<sup>th</sup> largest global shipping company).**

Chilehaus A, Fischertwiete 2, 20095 Hamburg, Germany

### Responsibilities:

Temporary posting helping with research, collection of customer data relating to import / export requirements in the Container logistics industry. Duties also involved supporting the events team in, making appointments, answering the telephone, attending events as an usher and helping the general public with industry information at exhibitions.

### Achievements:

Increased workflow efficiency by combining semi redundant sales protocols and Excel sheet schematics into more streamlined methodologies allowing for an increased number of leads resulting in increased volume of customer transactions.

### Christmas Casual.

**From December 2019 to January 2020**

### Royal Mail Group.

11 Mid New Cultins, Edinburgh Scotland

### Responsibilities:

Christmas period posting including all manner of mail related warehouse work. Duties included assembling, filling, hooding (covering transportation units in package containable sack), manoeuvring and delivering transportation units; organising and participating in various mail/package registration and sorting teams ; utilizing digital inward bound registration protocols for indexing purposes, fast postcode to address memorization requirements to ensure an adequate work pace at various differently schemed work stations.

### Achievements:

Recognised that current postcode assortment system was inefficient and provided an alternative way which line management then used and maintained going forward as it substantially the timeframe necessary to complete tasks.

## **Agency Worker**

**From September 2019 to Covid-19 Lockdowns**

### **GigtoGig**

21 Young Street Edinburgh Scotland.

### Responsibilities:

Accessing an online portal for hiring opportunities and proceeding with them by committing to standardised dress codes and meet-up specifications. Gigs / events typically range from stewarding at sports events to manning bar staff positions.

### Achievements:

Viewed as a worthwhile steward and bar staff member as have been asked back numerous times.

## **Voluntary Employment during school holidays**

**Main holiday periods including the Christmas two-week period and the end of the school year seven-week period over four years.**

In Brazil, worked at various community fairs and festivals providing high quality customer service in tasks such as ushering, accounting for retail stalls as well as occupying waiting / front house attendance for food stalls.

### Achievements:

Learnt how to manage potentially volatile situations by remaining calm, asking customers to explain their issues and then liaising with managers to ensure the customers' needs were addressed.

## **Personal development**

### **Computer Literacy**

Advanced Programming Languages Html, CSS, JavaScript, php, jQuery & C#.

MS Office.

Google AdWords.

### **Languages**

English – native | Portuguese – fluent.

## **Interests**

Computer Science, digital marketing projects, website building, meditation, self-improvement, basketball, drop shipping research and personal health and fitness.