

Luis Gerardo Gonçalves Figueira

Self-motivated working positively and tirelessly to uphold excellent quality and service standards. Offering exceptional attention to detail. I have multiple experiences in a wide variety of hospitality from multiple healthcare services to bar business. Working compassionately with clients to assess needs, provide the best services and fulfil their needs.

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WORK HISTORY

February 2023 to 04 November 2023.

Customer Service Associate, Cable Care Virgin Media

Accenture Newcastle upon Tyne, UK

- Customer Support: Serve as the first point of contact for customers, assisting them with inquiries, concerns, and issues related to Virgin Media products and services. Strive to deliver timely, accurate, and personalised solutions to enhance customer satisfaction.
- Issue Resolution: Analyse customer problems and find suitable resolutions by following established procedures and troubleshooting techniques.
- Communication: Interact with customers providing professional and empathetic assistance. Communicate effectively to gather information, explain solutions.
- Documentation and Reporting: Maintain accurate records of customer interactions, issues, and resolutions using appropriate systems and tools.
- Team Collaboration: Collaborate with cross-functional teams to ensure a seamless customer experience.

EDUCATION

October 2023.

**Full Stack Software Development
Code institute**

January 2023.

**JavaScript
Codecademy**

October 2018- August 2020.

**University Degree on
Biochemistry
University of Madeira (not finish)**

July 2014

**Bachelor of Science
Physiotherapy
Universidad Politécnica Territorial
de Los Altos Mirandinos Cecilio
Acosta, Los Teques**

August 2015

**Professional Course Manual
Therapy, Myofascial Pain**

March 2022 to December 2022

Waitress

Di'meos Newcastle upon Tyne, UK

- Welcomes customers when they arrive at a restaurant, cafe, or other eating or drinking establishment
- Take customers' orders for food and drinks.
- Passes customer orders along to kitchen staff for preparation
- Prepares drinks and serves them to customers
- Ensures that customers are satisfied with their meals and processes orders for additional courses if necessary
- Removes used dishes, glasses, and flatware from tables
- Processes cash and credit card payments and returns change to customers if necessary
- Stock management.

November 2020 to December 2021

Senior Manager Carer

Sage Care Bournemouth, UK

- Coordinate the logistics of the different rounds on the company covering the absence of carers rearranging the work schedules.
- Provide customer service to our clients dealing with a diverse variety of complaints and provide quick and empathic solutions to their problems.
- Communicate and explain carefully the complaints and mistakes that carers do with positive and constructive speech.
- Mobilise and reposition clients in people confined to bed or chronic diseases.
- Personal care.
- Administration of medication.

July 2018 to April 2020

Stock Filler

Pingo Doce Funchal, Portugal

- Examined merchandise closely to maintain excellent quality standards throughout monitoring, replace and fill the grocery department.

syndrome and

Temporomandibular joint pain syndrome

European University of Madrid,
Madrid

July 2009

Certificate of Higher Education

Jose Manuel Siso Martines, San
Antonio de Los Altos

SKILLS

- Therapeutic assessment
- Manual and Sport Therapy expertise
- Stock replenishment
- Quality standards
- Self-motivated
- Attention to detail
- Excellent communicator
- Data management
- Microsoft Office
- Extremely organised
- Team player
- Problem solving
- Language: Spanish and Portuguese
- Google Drive
- Strong verbal communication

- Updated labelling of products as required, making prices and reorganising in line with current promotions.
- Regularly monitored stock levels to ensure well stocked, visually appealing sales floor.

December 2017 to May 2018

Manager

Grama Arts Club Madrid, Spain

- Extended existing customer relationships through extensive communication and tried-and-true marketing strategies.
- Diminished workflow lags, including recruiting, interviewing and hiring top talent.
- Managed day-to-day bar and club operations, including supervision and assignment delegation for 8-member team.

Jun 2016 to November 2017

Waiter

Goiko Grill Madrid, Spain

- Take Orders
- Book reservations and manage the distribution and organisation of the tables
- Stock control
- Bartender
- Collection of the orders
- Open new branches in different parts of the country.

October 2015 to March 2016

Personal Trainer

Elite Trainers Madrid, Spain

- Created inspirational physical training initiatives to foster healthy lifestyle decisions.
- Evaluation and programming of proper training programs for people with musculoskeletal dysfunctions, post-operators treatment, back pain, osteoarthritis.
- Nutritional and supplements adviser.
- Planning and supervision of exercise programs for weight loss and muscle tonification.

December 2014 to August 2016

Manual and Sport Physical Therapist

Phoenix Salud. Health care Centre. Caracas,
Venezuela

- Developed and delivered individualised treatment programmes, setting attainable goals for optimum physical progress.
- Manual and sport therapy (Mulligan's concept, Maitland's concept, FMS, Neurodynamic)
- Evaluation and treatment for neuromuscular and joint diseases
- Rehabilitation of physical dysfunction
- Pre and Postsurgical therapy
- Treatment of Miofascial pain syndrome