

SOFTWARE DEVELOPER

# OSMAR GRAÇA



## CONTACT INFORMATION

- ✉ osmar.graca@icloud.com
- 🏠 Sacavém, Lisbon, Portugal
- 📞 +351 963 125 443
- 📅 Dec 16, 1997
- 🌐 Portuguese
- 📄 <https://pt.linkedin.com/in/osmar-gra%C3%A7a-6b44b4143>

## SKILLS

- Java
- Python
- HTML
- SQL

## LANGUAGES

- Portuguese | Native
- English | Advanced
- Spanish | Intermediate

## OBJECTIVE

I am highly ambitious and curious, with experience in sales and management. I am meticulous, dedicated and responsible. I intend to change my career path and enter the IT world, in a company where I can learn and grow continuously.

## EXPERIENCE

### SHOP MANAGER

**Valor do Tempo.** Lisbon, Portugal | 2019 - 2023

- In 2020, I became the Manager due to exceeding daily sales targets with a consultative and value-focused approach regarding customer support.
- Supervising a team of 6-9 people;
- Supporting customers with complaints against the shop and products;
- Solving daily shop and inter-team problems;
- Responsible for on-the-job training of new team members;
- Responsible for making schedules;
- Product returns and exchanges;
- Opening and closing of the shop;
- Controlling cash registers at various counters to ensure adequate cash provisions;
- Effective interaction with stakeholders for ordering, stock control etc.

### NATIONAL FLEET MANAGER

**DB Schenker.** Loures, Lisbon | Jul 2016 - Jul 2019

- Control of Opening and closing incoming and outgoing trucks;
- Management of the national truck fleet;
- Creation of maps concerning the route of Volkswagen trucks;
- Creation of AUTO EUROPA maps;
- Telephone customer service;
- Filing;
- Scanning;
- Consistently met my short and long-term targets.

## EDUCATION

### COMPUTER SCIENCE ENGINEERING

**Autonomous University of Lisbon.** Lisbon, Portugal | 2021 - Present

The main technologies that I've been using are Java, Python, C, HTML, SQL.

### MANAGEMENT SUPPORT TECHNICIAN

**DUAL – German- Portuguese Chamber of Commerce and Industry .**  
Moscavide, Lisbon | 2015 - 2018

### GSCE (GENERAL CERTIFICATION)

**All saints Catholic School.** United Kingdom | 2010 - 2014