





PEDRO CARLOS

I am looking for an opportunity to start working in the UK, I have the right to work and legal visa. I consider myself a versatile professional with experience in customer support, administration, and quality assurance. Hands-on experience in database development, SAP, and CRM systems. Quick to learn, self-motivated, and collaborative team player. Seeking a opportunity to expand my skills and knowledge.

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SKILLS

- Communication
- Problem-Solving
- Empathy
- Microsoft Office Suite
- Teamwork
- Data Management
- Administrative Support
- Customer Support Systems

EDUCATION

Master's Degree in Information Systems Management

Polytechnic Institute of Setúbal
2021-2023

Bachelor's Degree in Sports and Physical Activity

Polytechnic Institute of Castelo Branco
2012 - 2015

LANGUAGE

Portuguese

Spanish

English

EXPERIENCE

Software Quality Assurance Tester Axians (2022 - 2024)

- Created and executed manual test cases based on functional and non-functional requirements
- Designed test scenarios, test cases, and test scripts for various features
- Identified, documented, and tracked bugs using tools like Jira or Trello
- Performed functional, regression, exploratory, and usability testing
- Collaborated with development and product teams in Agile environments (Scrum/Kanban)
- Prepared and maintained test environments and documented test evidence
- Validated bug fixes and monitored defect life cycle from detection to resolution

Junior Software Quality Assurance Tester Capgemini (2022 - 2022)

- Created and executed manual test cases based on functional and non-functional requirements
- Designed test scenarios, test cases, and test scripts for various features
- Identified, documented, and tracked bugs using tools like Jira or Trello
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- Collaborated with development and product teams in Agile environments (Scrum/Kanban)
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Customer Support EDP Invoicing / Solar Campaign (2020 - 2022)

- Provided customer support via phone, email, and chat focused on EDP billing and solar energy campaigns
- Clarified billing questions, charges, and payment options
- Assisted customers in joining solar energy programs, explaining benefits and eligibility
- Updated and verified customer data in the system
- Forwarded technical issues to the appropriate departments and followed up on solutions
- Logged all customer interactions accurately in CRM tools
- Ensured clear, empathetic, and solution-oriented communication

Receptionist/Administrative Technician Grupo Nabeiro (2018- 2020)

- Performed check-in and check-out procedures, ensuring a warm and efficient guest experience
- Provided tourist, local service, and restaurant information with strong customer focus
- Managed bookings, invoicing, and payments using hotel management software (PMS)
- Issued invoices, organized administrative documents, and updated daily reports
- Provided administrative support to accommodation and events departments
- Handled correspondence, internal supply requests, and inventory control
- Delivered multilingual service (Portuguese, Spanish, English) with a focus on guest satisfaction

Warehouse Assistant Grupo Nabeiro (2017-2018)

- Receiving, checking and storing incoming goods and materials
- Picking, packing and preparing orders for dispatch
- Performing regular stock checks and updating inventory records
- Labelling, organising and maintaining the warehouse layout
- Operating manual handling equipment (e.g. pallet jacks, trolleys) safely and efficiently
- Assisting with loading and unloading delivery vehicles
- Ensuring cleanliness, organisation and safety within the warehouse
- Following health and safety procedures and reporting any hazards
- Supporting colleagues and working as part of a team to meet daily targets
- Updating records using inventory or warehouse management systems (WMS)

Gym Service/ Personal Trainer Fitness Hut (2015-2017)

- Designed and delivered personalised training programmes based on clients' fitness levels and goals
- Conducted initial and periodic fitness assessments
- Led one-to-one personal training sessions and advised on exercise technique and safety
- Provided floor support, assisting members with equipment and general queries
- Monitored correct use of gym machines and corrected posture or form when necessary
- Maintained a clean, safe, and motivating training environment
- Collaborated with the fitness team to promote gym services and enhance member experience