



Enzo Rafael Souza

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ORGANISATIONAL SKILLS

Organization Skills

I am seeking an opportunity in the technology field to apply my technical and customer service skills and continue developing my knowledge in IT support. I possess strong technical knowledge of hardware, networks, operating systems, information security, and development. I have experience in providing helpdesk assistance, both remotely and over the phone, with ticket management, offering first-line technical support, diagnosing and resolving hardware, software, and connectivity issues. Additionally, I work as a freelancer, specializing in computer assembly and maintenance.

In addition to the technical expertise and interpersonal skills mentioned, I have a passion for learning and staying updated on technological trends. I am also proactive and collaborative, always striving to work as part of a team and contribute to project success. I am confident that I can add value to the team and the company.

WORK EXPERIENCE

Returns Processing Operator

Rangel Pharma [20/12/2021 – 22/08/2023]

City: Montijo

Country: Portugal

- Receiving and processing documentation.
- Data entry into the system.
- Inventory and reverse logistics management.
- Customer management.
- Analysis and resolution of incidents and complaints.
- Conducting inventory, as well as other tasks inherent to the role.

Airport security officer

Prosegur/ Securitas [09/2019 – 01/2021]

City: Lisbon

Country: Portugal

- Passenger tracking
- Baggage tracking
- Staff tracking
- Access control
- All specific functions corresponding to the category described in Annex I of the Collective Labor Agreement (CCT) for the airport sector.

Driver

Garcias SA [01/2018 – 08/2019]

City: Alcochete

Country: Portugal

- Distribution of Beverages and Food Products

DIGITAL SKILLS

HTML/css / UX / UI / Javascript / Quick learning of new software / Computer Hardware. / Digital Marketing, / SQL Knowledge / Computer networks / Fundamentals of Information Security / Teamwork Enthusiast

EDUCATION AND TRAINING

Systems Analysis and Development

FIAP [20/02/2022 – 24/11/2023]

Bachelor of Business Administration

Unigran [2013 – 2017]

City: Lisboa

Country: Portugal

Tourism Technician

Master D [2009 – 2010]

City: Lisboa

Country: Portugal

High School Graduate

FUNEC [2006]

City: Contagem

Country: Brazil

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills

- Strong communication skills acquired through customer service and client management.
- A passion for acquiring new knowledge and ease in learning.
- Effective time management skills as a returns operator, prioritizing tasks and ensuring activities are completed within established deadlines.

LANGUAGE SKILLS

Mother tongue(s): **Portuguese**

Other language(s):

English

LISTENING B1 READING B1 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION B1

Dutch

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DRIVING LICENCE

Driving Licence: B1

Driving Licence: B
