

📍 **NATIONALITY**  
PORTUGUESE

👤 **BIRTH DATE**  
13/11/1997

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✉️ **EMAIL**  
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# JOANA NETO

- EVERIDAY | APR/JUN 2018**  
**KITCHEN HELPER/WAITRESS**  
- DEVELOPED MULTITASKING & PRAGMATIC THINKING TO MEET CLIENTS' NEEDS IN A SHORT PERIOD OF TIME  
📍 PORTUGAL
- VAN GOGH ALIVE EXPERIENCE | JUL & SEP 2017**  
**EXHIBITION ASSISTANT**  
- MATURED CUSTOMER APPROACH, WHILE DEEPENING MY PERSONAL KNOWLEDGE AND INTEREST IN ART  
📍 PORTUGAL
- APR 2016 | CAF (CENTER FOR THE SUPPORT OF FAMILIES)**  
**CHILDCARE WORKER - EASTER HOLIDAYS PERIOD**  
- DEVELOPED CREATIVE THINKING & LEADERSHIP, REACHING OUT TO THE DIFFERENT NEEDS OF THE CHILDREN  
📍 PORTUGAL
- GFK METRIS | SEP/DEC 2015**  
**CALL CENTER OPERATOR**  
- IMPROVED ORAL COMMUNICATION & FOCUS ABILITIES  
📍 PORTUGAL
- JUN/AUG 2018 & JUL/SEP 2019 | SATT RESTAURANT**  
**WAITRESS**  
- IMPROVED ADAPTING SKILLS, ESPECIALLY THANKS TO THE INTERNATIONAL ENVIRONMENT AND EVENT PLANNING  
📍 ICELAND
- OCT/NOV 2017 | VELOCITÉ CAFÉ**  
**WAITRESS**  
- MET & DEVELOPED THE LOW ENVIRONMENTAL IMPACT GOALS OF THE PROJECT  
📍 PORTUGAL
- ARTS & CRAFTS MARKET | JUN 2016 & JUN 2017**  
**SALES ASSISTANT**  
- FOSTERED A HEALTHY WORK ATMOSPHERE AND A PROFESSIONAL CUSTOMER APPROACH  
📍 PORTUGAL
- TIGER | NOV 2016/APR 2017**  
**SALES ASSISTANT**  
- STROVE FOR EFFICIENCY IN CUSTOMER SERVICE & ON THE MANAGEMENT OF THE STORE  
📍 PORTUGAL

## EDUCATION

INSTITUTE OF SOCIAL AND  
POLITICAL SCIENCES | 2016/2019  
- BACHELOR IN INTERNATIONAL  
RELATIONS  
📍 PORTUGAL

## INTERNATIONAL PROGRAMS

UNIVERSITY OF BOLOGNA -  
ERASMUS +  
- LAST YEAR OF MY BACHELOR  
- GAVE ME A NEW PERSPECTIVE  
ON MY STUDIES & POSED BOTH AN  
ACADEMIC & PERSONAL  
CHALLENGE  
📍 ITALY

AU PAIR | JAN/JUN 2016  
- GAP YEAR AFTER HIGH SCHOOL  
- HELPED ME GAIN A SENSE OF  
INDEPENDENCE & RESPONSIBILITY,  
WHILE REFLECTING ON MY NEAR  
FUTURE CHOICES  
📍 ICELAND

## VOLUNTEER WORK

ERCI | LESVOS REFUGEE CAMPS | AUG  
2017  
- WORKED IN THE KARA TEPE REFUGEE  
CAMP & IN COASTAL SURVEILLANCE  
- IMPROVED PROBLEM SOLVING & TEAM  
WORK SKILLS  
📍 GREECE

SCOUTS ASSOCIATION | 2011/2017  
- TEAM LEADER FOR 1 YEAR  
- RUNNING FUNDRAISING EVENTS  
- FUNCTIONS IN LOGISTICS & FINANCE  
- CREATION OF COMMUNICATION  
PRODUCTS  
[LOGOS, FLYERS, PRESENTATIONS]  
📍 PORTUGAL

VOLUNTEER IN NURSING HOME |  
OCT/DEC 2015  
- DEVELOPMENT OF STIMULATING  
ACTIVITIES FOR THE RESIDENTS  
- ORGANIZATION OF EVENTS FOR BOTH  
THE RESIDENTS AND THEIR FAMILIES  
📍 PORTUGAL

## LANGUAGES

PORTUGUESE  
● ● ● ● ●

ENGLISH  
● ● ● ● ●

ITALIAN  
● ● ● ● ●

FRENCH  
● ● ● ● ●

## COUNTRIES WHERE I'VE LIVED

