PERSONAL INFORMATION	João Filipe Vaz

- Av Berlim Lt K 1º Drt, 1800-039 Lisboa (Portugal)
- 963938893
- joaofilipevaz@gmail.com

WORK EXPERIENCE

Nov 2010–Present

Level 2 Technical Support Specialist

Sitel, Lisbon (Portugal)

Technical supervisor for Lexmark support hotline (Portuguese and Italian Market)

-supporting level one agents on ongoing ticket resolution and achieving KPI's

-Provide specialized higher level support to Lexmark Partners and Field Technicians

-Focal point for support related issues with other Lexmark internal departments (commercial, administration, local and EMEA management)

Sep 2010–Present

Media Technician (Part-Time)

M-Events and MediAventures

Handling PowerPoint and Keynote presentations in Internacional Medical conferences

- Support speakers creating and improving their presentations

- Convert the media in the presentations to assure compatibility with digital broadcasting and repdroduction systems

Oct 2004–May 2005

Technical Support Agent

PT Contact

Handling incoming calls in SAPO ADLS Technical Support Helpdesk

- Router (Linksys, Cisco, Thomson) setup and Configuration.

- Troubleshooting ADSL Connection and Hardware

EDUCATION AND TRAINING

1 Sep 2012–Present

Computer Science - Ongoing (60 ECTS Completed)

Instituto Superior de Engenharia de Lisboa - ISEL

Computer Science, Telecommunications, Electronic, Network, Multimedia

1 Oct 2000–1 Sep 2005

European Studies

University of Lisbon - Faculty of Letters

Subjects: Geography, History, Philosophy, Law, Art, Political Science, Cultural Studies

Occupational Skills: European Union Related Issues, Diplomacy, Social communication, Cultural planning and management.

PERSONAL SKILLS

Mother tongue(s)

Portuguese

Other language(s)

UNDERSTANDING		SPEAKING		WRITING

	Listening	Reading	Spoken interaction	Spoken production	
Italian	C2	C2	C2	C2	C2
Spanish	C2	C2	C1	C1	C1
English	C2	C2	C2	C2	C2
French	B1	B1	A2	A2	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Job-related skills

Languages: Java, Python, XML, HTML, CSS

Systems: Windows (XP, 7, 8), Linux, Mac OSX, Android

Hardware: Printers, PC's, Routers/Switchers

Software: MS Office Suite, Wordpress

Networking: TCP/IP, DHCP, Wifi

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Independent user	Proficient user	Proficient user

Digital competences - Self-assessment grid

Driving licence   B