

# Luis Ruivo

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## Contact

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## Personal

**Name:** Luis Ruivo

**DOB:** 21/03/1988

## Education

Degree in Civil Engineering

University – ISAEF

2009 – 2012

## Languages

### Fluent

- . English
- . Portuguese
- . Spanish

## Key Skills

- . Planning & Organisation
- . Time management
- . Problem solving
- . Team work
- . Ability to work under pressure
- . Excellent interpersonal skills
- . Outstanding communication and motivational skills
- . Leadership
- . Adaptability

## Other Qualifications

- . Level 1 Award in Coaching Football
- . Level 2 Award in Coaching Football
- . Safeguarding Children Training
- . First Aid in Football (IFAiF)

## Other

- . Full clean Driving Licence

## Programming Skills

### Confident

- . HTML5
- . CSS3
- . JavaScript

### Familiar

- . SASS
- . Bootstrap
- . WordPress
- . JSON APIs and AJAX
- . jQuery

## Software & Tools

- . Git
- . GitHub
- . GitLab
- . Windows Terminal
- . Figma
- . Dev Tools
- . VS Code
- . Diagrams.net

## Work Experience

### Manchester University NHS Foundation Trust | Directorate Administrator

March 2021 – December 2021 | Manchester, England

Key responsibilities:

- . I offered support to my colleagues with IT issues.
- . I bought hardware and software for the department.
- . I took and transcribed formal minutes.
- . I processed word letters and reports.
- . I dealt with a wide range of enquiries from staff and patients both verbally and in writing.
- . I assisted with the introduction of new staff to office procedures and the use of office equipment.

### The Open University | Resourcing Administration Assistant

February 2021 – March 2021 | Manchester, England

Key responsibilities:

- . I monitored and recorded the resourcing activity undertaken within Resourcing Hub units.
- . I archived and maintained shared network data for future use.
- . I maintained a bank of questions and tasks for use in resourcing.
- . I supported the team to make improvements in the delivery of resourcing activity.

### Penarth Group School | Teaching Assistant

September 2020 – November 2020 | Manchester, England

Key responsibilities:

- . I worked with teenagers with special educational needs.
- . I monitored and enhanced the student's performance by providing sports training, encouragement in the classroom and constructive feedback.
- . I worked in a variety of classrooms, supporting students of various ages and abilities.

### JPS Financial | Customer Advisor & Office Administrator

July 2017 – August 2020 | Manchester, England

Key responsibilities:

- . I performed daily administrative functions such as answering calls and emails and writing reports.
- . I maintained, coordinated and updated the client database, records and mailing lists.
- . I investigated and updated client's claims.
- . I provided training to new staff.

**Rentalcars.com | Customer Advisor**

February 2017 – June 2017 | Manchester, England

**Key Responsibilities:**

- . I helped each customer find their ideal car.
- . I dealt with requests and made appropriate calls and arrangements on behalf of customers.
- . I gained customer feedback and processed complaints in order to improve customer experience.

**Q Hotels – Norton Park Hotel | Food & Beverage Assistant**

April 2016 – August 2016 | Winchester, England

**Key Responsibilities:**

- . I ensured that orders were communicated to the kitchen and bar.
- . I supported the kitchen staff as and when required in accordance with hygiene and safety regulations.

**Sotecnisol | Civil Engineer**

April 2015 – January 2016 | Lisbon, Portugal

**Key Responsibilities:**

- . I managed and coordinated various teams.
- . I prepared rotas for my colleagues.
- . I managed the economic control of contracts.
- . I was responsible for the resource management: Materials, equipment and subcontracts.
- . I monitored work on site and in the office.
- . I was responsible for handling a CNC machine (Computer Numeric Control).

**ARSLVT | Civil Engineer**

March 2014 – March 2015 | Lisbon, Portugal

**Key Responsibilities:**

- . I made technical visits to buildings.
- . I elaborated surveys on the pathologies of buildings.
- . I developed inspection reports.
- . I monitored the rehabilitation work on buildings.

## Volunteering

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**Head Football Coach | Hazel Grove U15/U16/U17/U18**

August 2018 – December 2021 | Hazel Grove, England

**Key responsibilities:**

- . I created challenging, inclusive and fun sessions in a positive learning environment.
- . I supported the players individual needs in order to ensure that each individual was challenged to reach their potential.
- . I analysed and wrote players progress reports in order to plan future training sessions.
- . I encouraged open discussions which enhanced team work.
- . I planned and organised pre-match warm ups and match tactics discussion.
- . I planned and delivered classroom sessions through PowerPoint presentations.
- . I created informative videos for players and staff.
- . I recorded, analysed and created reports from my training sessions and football matches.