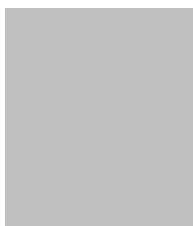








## PERSONAL INFORMATION



## Replace with First name(s) Surname(s)

-  Replace with house number, street name, city, postcode, country
-  Replace with telephone number  Replace with mobile number
-  State e-mail address
-  State personal website(s)
-  Replace with type of IM service Replace with messaging account(s)

Sex Male | Date of birth 07/04/1995 | Nationality Portuguese

JOB APPLIED FOR  
POSITION  
PREFERRED JOB  
STUDIES APPLIED FOR  
PERSONAL STATEMENT

## Helpdesk Technician

## WORK EXPERIENCE

Replace with dates (from - to)

## Helpdesk Technician

GBS Faurecia – Santa Maria da Feira

- Receive calls, proceed to the qualification and diagnosis of the calls gathering the necessary information for a good qualification of the problem;
- Provide technical support in several domains to co-workers working in different countries (collaboration tools, access to applications, e-mail, security applications);
- Record the occurrences to maintain control over the quality of the support;
- Treat the requests of users and follow up the tickets;
- Give functional support to applications in various domains such as Purchasing, Finances, IT, Sales or Production;
- Support in the elaboration of technical processes and respective documentation.

Business or sector Helpdesk

## EDUCATION AND TRAINING

Replace with dates (from - to)

## Administrative Assistant and Translation Degree

Porto Polytechnic – ISCAP (Instituto Superior de Contabilidade e Administração do Porto)

## PERSONAL SKILLS

Mother tongue(s) Portuguese

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	C1	C1	C2
	Replace with name of language certificate. Enter level if known.				
Spanish	C1	B2	B2	B2	B2
	Replace with name of language certificate. Enter level if known.				

Levels: A1/A2: Basic user - B1/B2: Independent user - C1/C2 Proficient user  
[Common European Framework of Reference for Languages](#)

### Communication skills

- Good communication skills gained through my experience helping different users from different cultures and countries to solve their issues as Helpdesk Technician.
- Good communication skills gained also working in the team environment inside the Helpdesk department.

### Job-related skills

- Good sense of teamwork by helping co-workers figure out solutions to users' problems.
- Knowing how to create empathy with users by solving their problems.

### Digital skills

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

Levels: Basic user - Independent user - Proficient user

[Digital competences - Self-assessment grid](#)

### Other skills

- Office/Exchange
- SAP
- SDL Trados
- Technical Support
- Active Directory

### Driving licence

A1/B