


PERSONAL INFORMATION

 (Portugal)
 Sex: Male
 Age: 39

WORK EXPERIENCE

01/10/2011 - Present

Human Resources Administrative

ManpowerGroup Solutions, Porto (Portugal)

- Human Resources management;
- Salary processing;
- Management schedules.

21/01/2009 - 09/09/2011

Call-Center Inbound e Outbound/ Contact-Center/ Human resources management

CRH, SA, Porto (Portugal)

- Customer service;
- Back office;
- Human Resources management;
- Salary processing;
- Management schedules.

09/2007 - 01/2009

Call-Center Inbound e Outbound

Carglass, Porto (Portugal)

- Customer service;
- Back Office.

09/1999 - 09/2000

Auditor for outsourcing to Sonae at Norte Shopping

Tutela SA, Matosinhos (Portugal)

- make report on store operation;
- quality control;
- employee performance appraisal.

07/1998 - 09/1999

Store management

Arlequim, Natura Group, Vila Nova de Gaia (Portugal)

- Customer Service;
- box control;
- store organization;
- make shop windows.

EDUCATION AND TRAINING

09/2010 - Present

Degree in Human Resources

ISCAP, Matosinhos (Portugal)

EQF level 6

- Psychology;
- Economy;
- Human Resource Management;
- Administrative management;
- Organizational strategy;
- Social policies in Human Resources;
- Organizational strategies

00/2017 - 00/2017

Specialization Course in Human Resource Management

EQF level 3

Centro Formação Avançada – Comenius, Matosinhos (Portugal)

- Customer service;
- Human Resources management;
- Salary processing.

11/2010 - 11/2010

Specialization Course in labor legislation contract of Work / individual rights

EQF level 3

CECOA, Porto (Portugal)

- Job individual rights.

2000 - 2000

high school - 12th grade

EQF level 3

Liceu Alexandre Herculano, Porto (Portugal)

- Math;
- Biology;
- Psychology;
- Sciences.

PERSONAL SKILLS

Mother tongue(s)

Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
Spanish	A2	A2	A2	A2	A2
French	A2	A2	A2	A2	A2
English	A2	A2	A2	A2	A2

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

Communication skills

- good interpersonal communication;
- influence capacity;
- conflict management.

Organisational / managerial skills

- Ability to learn;
- Team work;
- Customer Service;
- Empathy;

- Proactive and responsible;
- Conflict management;
- Organized;
- Good relationship with people.

Digital skills

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

Digital skills - Self-assessment grid

VBA Course

- Windows 10;
- Microsoft Office;
- Sapix, Siebel, Kea, Elements, Frent Ate, Gesfax, Navision, GOS, Sage, SPSS.

Driving licence

B