



Nationality: Portuguese

Sex: F

Age: 24

EDUCATION

Bachelor's Degree in Administrative Assistance and Translation

Porto Accounting and Business School

2014 – 2018

Porto, Portugal

High-School in Languages and Humanities

Escola Secundaria da Maia

2010 – 2014

Porto, Portugal

WORK EXPERIENCE

Customer Support

ManpowerGroup

11/2019 – 01/2020

Porto, Portugal

Achievements/Tasks

- Handle and carefully respond to all customer inquiries; Follow up to customer inquiries by taking specific action in a timely manner; resolve issues on the by phone call and be proactive; Appropriately communicate with customers via phone, chat, and email; work to customer service measures, metrics and KPIs.

Hostess

Intercruises Shoreside & Port Services

04/2019 – 09/2019

Amsterdam, Netherlands

Achievements/Tasks

- Meet and greet arriving and departing cruise line guests; Direct and assist cruise guests to their mode of transportation upon arrival and departure of cruise terminal; Work with a team of staff to provide excellent customer service; Provide general assistance to guests in a very busy, fast pace environment.

Store Assistant

Primark

03/2019 – 06/2019

Amsterdam, Netherlands

Store Assistant

Duty-free Shop

06/2017 – 11/2018

OPO Airport, Portugal

Achievements/Tasks

- Customer service and assistance during purchase; Customer reception, satisfaction and loyalty; Registration of items in the cash register; Replacement and organization of sales areas and stock.

SKILLS

Customer service

Sales

Communication skills

Teamwork

Flexibility

ONLINE CERTIFICATES

How to Write a Business Plan (05/2019)

U.S. Small Business Administration

Strategic Marketing (05/2019)

GoodHabitZ

Cultural Diversity (03/2019)

GoodHabitZ

LANGUAGES

Portuguese



English

