

PERSONAL INFORMATION

Sex Female | Date of birth 12/04/1995

EDUCATION AND TRAINING

15/09/2013–27/06/2016

College

Instituto Superior de Contabilidade e Administração do Porto, Porto (Portugal)

- Theoretical-linguistic skills;
- Consolidation of English and initiation German and French;
- Translation;
- Application of electronic tools to translation;
- Interpretation- Consecutive and simultaneous;

These two areas were also complemented by curricular units in Accounting, Law, Economics and Informatics.

15/09/2009–06/06/2013

High School

Escola Secundária de Rio Tinto, Porto (Portugal)

Portuguese;
English;
Spanish;
Philosophy;
History A;
Portuguese Literature;
Physical Education;
Psychology

15/09/2004–05/06/2009

Middle School

EB 2/3 Frei Manuel de Santa Inês, Porto (Portugal)

Portuguese;
Mathematics;
History;
English;
French;
Geography;
Sciences;
Physics and Chemistry;
Physical Education;
Moral Education;
Music, Visual and Technological Education and ICT

15/09/2001–07/06/2004

Elementary School

Escola Primária de Vale de Ferreiros, Porto (Portugal)

Portuguese;
Mathematics;
Environmental Studies;

Plastic Arts and
Physical Education

WORK EXPERIENCE

30/03/2017–Present

Cabin crew manager

Ryanair DAC, Frankfurt- Hahn (Germany)

High standard of customer care;

Ensure all passengers are safe and secure during and after a flight

06/03/2016–07/06/2016

Administrative assistant

CLIP Training Academy, Porto (Portugal)

Creation of a website and assistance in the administration of the department.

24/01/2016–01/01/2017

Ticket sales agent

Quiosque da Batalha, Porto (Portugal)

Customer service;

Selling tickets for sightseeing buses and Douro cruises.

01/07/2011–30/09/2011

Waiter/waitress

Ondas sobre o mar, Porto (Portugal)

Customer service making the customer feel welcome;

taking customer orders and delivering food and beverages;

Making menu recommendations.

PERSONAL SKILLS

Mother tongue(s)

Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	B2
Spanish	B2	B2	B2	B2	B2
French	B1	B1	B1	B1	B1
Italian	B1	B1	B1	B1	B1
German	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 communication skills, gained through my previous experiences;
- Excellent ability to work in group and quick absorption of information.

Organisational / managerial skills

- Good coordination skills;
- Good organizational skills gained as being a student working at the same time.

Digital skills

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

Digital skills - Self-assessment grid

- Good command of MS Office tools (Word, PowerPoint, Excel, Publisher, Access);
- Good command of assisted translation tools (Trados, Worldfast, MemoQ).