



HUMAN RESOURCES TECHNICIAN

Work Experience

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Portuguese Army, Oct 2013- present

- Data processing;
- Vacation processing;
- Organizing/archiving documents;
- Receiving and analyzing email's;
- Organizing data excel;

SALES MANAGER

Don Kamel, Oct 2018- present

- Manage sales team;
- Manage orders;
- Presentation meetings;
- Manage network of contacts;
- Conduct marketing campaign;

SALES PROMOTION AGENT

Fancing, Jul 2018- present

- Manage Stock;
- Communicate and establish a connection with the customers;
- Conducting report;

MYSTERY SHOPPER

More Resolts, Set 2018- present

- Customer assessment visits;
- Undertake a short course for a better knowledge of the site to be evaluated;
- Conducting visit report and follow-up;
- Capacity to absorb information during visits;

HANDBALL MANAGER

C.D.C.Santana, Set 2018- Jul 2019

- Delineate the tactical options;
- Organizing and conducting training;
- Supervise the training;
- Lead the interpersonal relationship processes;
- Negotiate with the direction new ways of recruiting athletes;
- Manage Quota payments;

PIZZA DISTRIBUTOR

Telepizza, Ago 2018- Set 2018

- Distribute pizzas;
- Communicate with customers;
- Lead-time management;
- Ordering organization;

Personal Profile

I am 25 years old and i was a human resources technician in the Portuguese army, where i used to provide administrative support to human resources management. There was where i found out about my passion for human resources area, so i decided to graduate in human resources at ISCAP.

Contact Info

Work Skills

- Good command of document organization gained from my army experience;
- Great teamwork spirit, gained through experience as a military, handball coach and sales manager;
- Good observation and memorization, through experience as a mystery shopper;
- Good problem solving gained through experience as a military and sales manager;
- Critical thinking gained through experience as a mystery shopper;
- Good analysis and decision making gained through experience as a sales manager and mystery shopper;
- Good coordination capacity (currently responsible for a team of 4 people);
- Good organisational capacity acquired as an auxiliary human resource;
- Good leadership is acquired as a coach of an handball team, while military and while responsible for sales;
- Good relationship with chain of command acquired while military in the Portuguese Army;

Communication Skills

- Good communication ability mainly acquired through experience as sales manager, as promoter and as military
- Excellent ability to contact with children while handball coach and with internship;
- Good assertiveness due to the course of interpersonal communication and assertiveness;

Academic Experience

HUMAN RESOURCES DEGREE

Instituto de Administração e Contabilidade do Porto, Set 2019-present (1º year)

LEVEL 3 PROFESSIONAL QUALIFICATION CERTIFICATE

Escola Carolina Michaelis, Set 2009- Jul 2012

- General:
 - Portuguese, English, philosophy, psychology, information and communication technologies, physical education
- Scientific:
 - Mathematics, Human biology
- Technological:
 - Sports organization and development, sporting and recreational practices;
- Specification discipline:
 - Sports dynamization practices, sports organization practices, Technological project, Internship;
- Member of European Project named "Comenius";

Courses Experience

DUCUMENTAL SAFETY AND INFORMATION OPERATOR COURSE

Portuguese Army graduate in May 2014

- Care to have with the handling of documents with degrees of confidential until NATO secret;
- Cyber Security;

COURSE OF INTERPERSONAL COMMUNICATION AND ASSERTIVENESS

CECOA, graduate in May 2019

- Graduated with honors;
- Interpersonal communication;
- Assertiveness;
- Nlp;
- Coaching;

COURSE OF MICROSOFT OFFICE

Graduate in Oct 2011

- Excel;
- Word;
- Access;
- Publisher;
- PowerPoint;
- One note;

FIRST AID COURSE

Cruz Vermelha graduate in May 2018

- resuscitation techniques;
- safety lateral position;
- Heimlich maneuver;

Digital Skills

- GRH;
- Excel;
- Access;
- Word;
- PowerPoint;
- Internet search;
- Social media:
 - Instagram;
 - Facebook;
 - LinkedIn;
 - Twitter;
 - Youtube;

LANGUAGES

- Portuguese - native language
- English - Advance
 - Use of language during vacation to Germany, Holland, Switzerland, Sweden, Morocco and Greece;
 - Use of language for study or training: Exchange program inserted in the project "Comenius";
- Spanish - Intermediate
 - Use of language during a vacation travel to Spain;
- French - Basic
 - Use of language during a vacation to France and Morocco;

Volunteering

- Associação de Apoio as Crianças Desfavorecidas
Ago 2012 - Set 2012

Seminars

Photography training Action

- Image treatment;

GENDER-NEUTRAL TOOLS FOR COMPETENCY SELECTION AND DEVELOPMENT

GeNeus, Set 2019

- Debate on gender equality in access to the labour market and education;
- Learning the use of GeNeus tools in developing skills and selection processes;

HR SHARING

ISCAP, Set 2019

- Introduction to the profession of human resources:
 - Pedro Dias , Recruitment;
 - Manuel Maio, Social Entrepreneurship;
 - Filipa Barbosa, Consultancy;