

PERSONAL INFORMATION

Jaime Cerqueira

(Portugal)

Sex Male | Date of birth 08/09/1989 | Nationality Portuguese

EDUCATION AND TRAINING

01/09/2019–Present

Master's Degree in Specialized Translation and Interpretation

EQF level 7

The Porto Accounting and Business School, Porto (Portugal)

01/09/2016–31/07/2019

Bachelor in Administrative Assistance and Translation

EQF level 6

The Porto Accounting and Business School, Porto (Portugal)

01/09/2007–31/07/2008

High School

Carolina Michaelis High School, Porto (Portugal)

WORK EXPERIENCE

01/08/2011–31/08/2018

Call centre agent

NOS, Porto (Portugal)

- Residential and Business Customer Care
- Technical Support
- D2D Salesman and Retailers Support

01/09/2008–30/04/2011

Call Centre Agent

Portugal Telecom, Porto (Portugal)

- Customer Care Service
- Product/Services Salesman
- E-Mail Customer Care Service

PERSONAL SKILLS

Mother tongue(s)

Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	C1	C1	C1
Russian	B1	B1	B1	B1	B1
Spanish	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 acquired through the call center agent experience and bachelor in advisory and translation.
- Good complaints management acquired through the call center agent experience.

Organisational / managerial skills

- Good time management skills obtained through the call center agent experience and internship in a research centre within ISCAP, as secretary.

Job-related skills

- Mentoring skills obtained (as senior agent, being responsible for the mentoring of new employees about the work related procedures).

Digital skills

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

Digital skills - Self-assessment grid

Driving licence

AM, A1, B1, B, BE, C1, C1E, C, CE