

## Pedro Ferreira


**Date of birth:** 16/04/1994


**Nationality:** Portuguese

**Gender:** Male

## CONTACT

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## WORK EXPERIENCE

**15/07/2021 – CURRENT** Vila Nova de Gaia, Portugal

### Customer Service Representative Teleperformance Portugal

Outbound Customer Service  
Sales  
Sales Recovery  
Credit Analysis

**01/09/2019 – 01/09/2020** Porto, Portugal

### Customer Service Representative Manpower Group Solutions

Outbound Customer Service  
Sales  
Sales Recovery  
Credit Analysis

**01/10/2016 – 01/09/2019** Vila do Conde, Portugal

### Store Clothing Salesperson and Shift Manager Giovanni Galli - Vila do Conde Porto Fashion Outlet

Sales  
Cashier Closing  
Shifts Managing  
Customer Service  
Stock Management

## EDUCATION AND TRAINING

**05/11/2023 – CURRENT** Matosinhos, Portugal

### Technical Course Specialist in Information System Technologies and Programming ATEC - Escola de Formação

## LANGUAGE SKILLS

**MOTHER TONGUE(S):** Portuguese

**Other language(s):**

English

**Listening** C2

**Spoken production** B2

**Reading** C2

**Spoken interaction** B2

**Writing** C2

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## DIGITAL SKILLS

JavaScript | HTML | CSS | Visual Studio Code | SQL | Visual Studio | Windows Server  
Cisco Packet Tracer | Linux | HTML5 | Bootstrap | C++ | Proficient user of  
Microsoft Office365 and Libre Office packages | Windows | Git | React Frame Work  
Adobe (Photoshop, InDesign, Dreamweaver)

## ADDITIONAL INFORMATION

### Communication and interpersonal skills

**About me** I'm a dedicated professional with a solid background in the Level IV Professional Course in Programming of Computer Systems, currently in the process of upgrading to Level V at ATEC Matosinhos. I am excited to steer my career towards the IT sector and am open to opportunities that allow me to apply my technical skills and diverse experience.