Pedro Gentil da Silva Roque Tello de Oliveira

003 SH LFW Royal Crescent Road
Southampton SO14 3ZP
07586185485 • pedrotelloliveira@hotmail.com

Personal statement

I am a Computing undergraduate student of Southampton Solent University. I am hardworking, passionate and always put my full commitment into any task given to me. I consider myself a good communicator and team player, qualities that I develop throughout the jobs I had. I'm keen to expand on my skills and knowledge and am prepared to work in a variety of roles as required.

Key Skills

- As I took part in various sports activities, such as swimming and football, helped me develop my communication skills
- Proficiency in all areas of Microsoft Office, including Excel, Word and PowerPoint
- Occasionally, while unemployed, I worked as bricklayer's mate or as locksmith

Employment History

Team Member/Supervisor, Burger King, Southampton
(September 2016 – Present)

Achievements and responsibilities:

- Customer service (Mastered till computer system for order taking; Handled currency and credit transactions quickly and accurately)
- Followed procedures for safe food preparation, assembly, and presentation
- Teach new trainees

Door-to-door salesperson, V.O. Serviços de Marketing, Lisbon (Portugal)
(October 2012 – May 2013)

Achievements and responsibilities:

- Door-to-door sales (e.g. attract new customers to telecom companies and charity institutions)
- Team Leader
- Interviews and formation in sales

Interviewer, Egor, Lisbon (Portugal)
(September 2012)

Achievements and responsibilities:

- Market research
- Satisfaction surveys through telephone contacts

Customer service representative, E S Contac Center, Caldas da Rainha (Portugal)
(February 2010 – August 2011)

Achievements and responsibilities:

- Assist customers understand their bills and, if anything was wrong, make sure to correct the mistake
- Changes in the customers TV Pack upon request
- Telemarketing (e.g. propose changes to tariff charges, satisfaction surveys and sale of other products)

Education

Southampton Solent University, Southampton
(September 2015 – Present)

BSc (Hons) Computing

- Basics of programming in C
- Website development (HTML & CSS)
- Reflective use of numerical data in problem-solving

Companhia Própria - Formação e Consultoria Lda., Lourinhã (Portugal)
(May 2014 – June 2014)

Certificate in Work Psychosociology**:**

- Apply the methods and techniques for the assessment of psychosocial factors
- Recognize the importance of psychosocial intervention in the change of scope of work organization and the individual
- Implement preventive measures to promote the management of stress and human error

Escola Secundária da Lourinhã, Lourinhã (Portugal)
(September 2005 – June 2009)

Secondary Level of Education Certificate

- General Formation
  - Portuguese, English, Philosophy, Physical Education, Information and Communication Technologies
- Specific Formation
  - Mathematics, Physics and Chemistry, Biology and Geology

References

References are available upon request.