Curriculum vitae

| PERSONAL INFORMATION | **Rúben Daniel Pereira Raposo** |

📍 Alverca do Ribatejo (Portugal)

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Sex Male | Date of birth 09/04/1987 | Nationality Portuguese

WORK EXPERIENCE

11/2017–Present | **Dynamics CRM Consultant/Developer**
Webasto AG, Lisbon (Portugal)

- Analysis, technical, functional and designing Applications on premises and cloud;

- Development and implementation of solutions using best practices of software engineering during the whole life cycle;

- Installation, testing and support of all solutions implemented;

- Preparation of functional and technical documentation;

- Key users trainer with the best use methods for the system;

06/2016–10/2017 | **Microsoft CRM Dynamics Support Engineer**
Microsoft / GFI Portugal, Lisboa (Portugal)

- Respond to requests for technical assistance in person, via phone, electronically;

- Diagnose and resolve technical Microsoft Dynamics CRM issues;

- Research questions using available information resources;

- Advise end-users on appropriate action;

- Follow standard support procedures;

- Log all CRM support interactions;

- Triage support requests as appropriate and when needed;

- Identify and escalate situations requiring urgent attention;

- Track and route problems and requests and document resolutions;

- Stay current with Dynamics CRM system information, changes, and updates;

04/2015–05/2016 | **CRM Consultant**
Talisma Portugal, Queluz de Baixo (Portugal)

- Analysis, technical and functional design of Applications;
- Development and implementation of solutions;
- Installation, testing and production of Applications;
- Preparation of functional and technical documentation;
- Preparation of demonstrations of solutions;- Support for implemented solutions;

04/2013–04/2015 | **Contact Center Coordinator**
Lusíadas Saude, Lisboa (Portugal)

- Coordination of the Telephone Assistance Teams (Inbound / Outbound) and BackOffice of the different Teams at national level;
- Selection and support for the introduction of new elements in the Teams;
- Elaboration of statistical maps to support decision making;

- Preparation of documents to ensure the registration of information necessary for the proper functioning of the objectives imposed on the Teams;

- Ensure the proper functioning of the computer applications and control of needs for the execution of the tasks of the Teams;

- Evaluation of the Individual and collective Performance of the Teams, more than 60 operators ;

- Design and implementation of tool in C # for registration / consultation performance, overtime, shortages and holiday registration for the área

07/2012–04/2013   **Contact-Center Assistant**

Lusíadas Saude, Lisboa (Portugal)

- Telephonic service;- Marking of consultations / complementary diagnostic tests;

- Provision of varied information (Conventions, schedules, clinical staff and general information of the different units of the Group);

- BackOffice tasks;

- Other duties inherent to the Function;

06/2007–07/2009   **Electromechanical Technician of elevators and similar equipment.**

Mundo Elevadores Lda., Alverca do Ribatejo (Portugal)

- Perform assembly and maintenance of elevators and other devices Similar in Portugal and in foreign countries:

Spain, France, England, Holland and Switzerland.

10/2006–05/2007   **Telecommunications technician**

Tricomunicações, Alverca do Ribatejo (Portugal)

- Installation and maintenance of Television / Internet / Telephone networks in business and residential buildings, as well as configuration of ETC equipments.

EDUCATION AND TRAINING

09/2015–06/2018   **Degree in Systems and Information Technology**

Atlântica - University Higher Institution, Barcarena (Portugal)

The Degree in Systems and Information Technology is strongly focused in three parts: Technologies, programming and seminars. The technologies aspects and programming are traditional in computing degrees. On the other hand Seminars provide the opportunity for the students with the Degree in Systems and Information Technologies to gain knowledge on actual themes in areas such as internet, commerce and electronic government, computer network, Data base and intelligence Systems among others.

The study plan on Systems and Information Technology Degree is adopted to the international curriculum recommended by the ACM Association for Computing Machinery, one of the greatest professional associations in Systems and Information Technology Worldwide.

29/10/2014–30/10/2014   **Customer Service Quality Management 360º**

In Par

13/10/2006–27/12/2006   **Técnico instalador de Redes IPTV/VOIP**   Aprovado

Cinel, Amadora (Portugal)

Installation and Maintenance of individual IPTV / VOIP cable circuits. Advanced computer skills aimed at the domain of Internet tools directed to the installation, diagnosis and repair of Networks.

02/06/2007–16/09/2007   **Técnico electromecânico de elevadores e aparelhos similares**   Aprovado

Mundo Elevadores/Schindler, Alverca do Ribatejo (Portugal)

Técnicas de execução de montagem e manutenção de elevadores e aparelhos similares

2002–2003	**Ensino Básico**	Aprovado
	Escola EB 2 3 Aristides de Sousa Mendes, Póvoa de Santa Iria (Portugal)	

2009–2010	**Ensino Secundário**	Aprovado
	Escola Secundária de Odivelas, Odivelas (Portugal)	

PERSONAL SKILLS

Mother tongue(s)   Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C2	B2	C1	C1
French	B2	B2	B1	A2	A2
Spanish	A2	B2	A2	A2	A1

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

Ease of communication with the public.
- Ability to adapt to multicultural environments.
- Good interpersonal relationship.- Relevant experience in direct coordination of telephone and electronic service teams and supervisors in a Contact Center environment.

- Rigor, sympathy and empathy.

Organisational / managerial skills

- Experience in working on pressure to meet objectives and deadlines.

Job-related skills

- Relative to the will with machines and new technologies.

- Creativity in problem solving in the immediate.

- Experience in the use, management and implementation of Contact Center tools (CTI, CRM, others).

- Experience in the implementation and operational management of Quality processes. - Business vision and customer orientation.

- Ease of learning and motivation for new challenges.

Digital skills

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

Digital skills - Self-assessment grid

- Domain of the Windows operating system (XP / 7/8/10).

- Domain of the CRM Dynamics Tool (2011/2013/2015/2016).

- Domain in the User's perspective of Debian-based Linux systems.

- Domain from the point of view of the Microsoft Office user.

- Knowledge of maintenance and installation of Hardware and Software.

- Excel and PowerPoint mastery for analytical and reporting purposes (control of productivity,

efficiency and commercial results). - Knowledge of .NET programming languages and databases (VB / C # / ASP.NET / MSSQL and MYSQL)

- Experience of Administration of servers in Windows environment (2003/2008/2012).

- Experience in administration of MS SQL Server databases (2005/2008/2012).

Driving licence	A1, A2, A, B1, B