



CURRICULUM VITAE

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Profile

360° vision of HR. Experience in both HR Department and Consultancy environments. Technical and administrative competencies and strong interest in R&S and Training. Practical skills in Customer Service and within aviation industry. International experience. Main personality feature: Openness. Behavioral traits of Leadership and Teamwork goal-orientation.

Work experience

Apr/2014 – Present **Ryanair Holdings PLC**
<https://www.ryanair.com>
(London: 6 months ; Madrid: 1,5 year)



Key Responsibilities:

- Safety of all Passengers and Crew
- Customer service: identifying clients needs and satisfying requests

Apr/2013 – Nov/2013 **CS Hotels, Golf & Resorts, S.A. ***** (Albufeira)**
HR Assistant (Group Structure – 9 Hotels)
<http://www.cshotelsandresorts.com/>



Key Responsibilities:

- To keep all teams bottom-up and top-down together and help maintaining the focus on Results.
- Internal Communication to inform all Associates about the implementation of procedures and HR practices.
- To take care of all Administrative-related tasks of Associates: Admissions, Official and Legal documentation, Payroll - SAP-Pro HR Software
- To welcome new associates and provide them with initial training sessions.
- Implementation of good practices across all Hotels and through its managers.

Apr/2012-Oct./2012 **Sheraton Algarve Hotel & Pine Cliffs Resort *******
Starwood Hotels & Resorts
<http://www.starwoodhotels.com>
/ HR Trainee / HR Assistant



Key Responsibilities:

- To directly assist the HR Director with R&S (e.g. applications, interviews).
- To directly assist the Training manager with Health & Safety, Training & Development.
- Planning and enforcement of Motivational Activities/Team Building to all associates.
- To perform daily hours on the development center to complete e-learning courses.

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Sep/2010 – Mar/2011 *We Change – People, Process and Performance -*
HR Consultant Company -
<http://www.wechange.pt/> **Trainee Consultant**



Key Responsibilities:

- CV selection & Screening; Assessment of candidates; Assessment Centres; Observation and conduction of individual interviews; Writing of candidates` individual reports
- Training - diagnosing needs, building actions and assessing outcomes;
- Administrative Tasks (e.g., database management), Mystery client audits

Education

Sep/2006 – Dec/2011 **Degree in Psychology and Master`s Degree in Human Resources Psychology**
Faculty of Psychology, University of Lisbon Master`s thesis Grade – **18** (1-20)



Personal Interests

- To travel** (Spain, Italy, France, England, Ireland, Sweden, Czech Republic, Germany, etc.)
- To read** – Magazines, articles from reputed sources, *Linkedin*, Universities, etc.
- Production of Training contents** – Leadership, *Coaching*, Motivation, R&S

Other Qualifications & Training

- Spanish Course** - Instituto Cervantes – Lisboa, Portugal (4 months) **Final grade: 9** (1-10)
- E-Learnings – Starwood Hotels & Resorts** – Confidentiality Training & Worldwide Code of Business Conduct & Ethics; Win With Talent (4 modules); Core People Processes; Intro to HR Tools; The Starwood Journey; Starfinder sourcing, Screening and Hiring.
- E-Learnings - Harvard Business School** – Manage Mentor; Career Management; Time Management; Business Plan Development; Leading and Motivating; Performance Appraisal; Developing Employees; Strategic Thinking; Goal setting.
- Certificate of Pedagogical Competencies (CPC)** Training certificate **Final grade: Excellent**

Languages

Portuguese	Mother tongue.
English	Fluent in written and spoken.
French	Good knowledge in written and spoken.
Spanish	Good knowledge in written and spoken.
Deutsch	Basic knowledge in written and spoken

Additional Skills

Microsoft Office (Word, Power Point, Excel, Outlook)
Prezi (Professional & Creative presentations)
Training Certificate (Dec. 2013) – Excellent
SAP – HR Pro – Payroll software
Driving License