



João Santos

Profile

Proven ability to establish and maintain excellent communication and relationships with clients. Bringing forth a motivated attitude and a variety of powerful skills. Excellent time management skills combined with superior knowledge of the customer service industry. Bilingual, hardworking, and ready to join my next team. A strong leader who works well under pressure, and exudes positivism. Committed to utilising my skills to help others, while working towards the mission of a company.

Employment History

Bartender at Snack Bar [Bar do Bano], Vila Nova de Gaia

June 2021 — October 2021

- Memorized orders and aimed to provide fast and quality service to all visitors.
- Provided guests with drink suggestions and knowledge about drink recipes.
- Utilized excellent public speaking skills.
- Responded to customer inquiries and orders in a timely manner.
- Brought forth a high level of customer service at all times.
- Waited on tables, taking drink orders in this high traffic pub.
- Greeted guests with a friendly and helpful attitude at all times.
- Provided bar patrons with optimal customer service.

Employee at Pizza Hut, Vila Nova de Gaia

June 2018 — September 2018

- Served as a friendly, hardworking, and punctual employee.
- Developed and fostered relationships with newly hired employees to promote employee satisfaction and employee retention rates.

Education

High School, Colégio Internato dos Carvalhos, Vila Nova de Gaia

September 2018 — June 2020

Graduated High School with honours

Bachelor, University of Aveiro, Aveiro

October 2020 — June 2025

Studied Physics for 2 entire years when I decided to exchange courses and go to Environmental Engineering in January 2022.

Extra-curricular activities

Volunteering at Pais em Rede (Aveiro), Aveiro

March 2021 — June 2025

Details

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Skills

Creative Thinking

Multitasking Skills

Teamwork

Ability to Work in a Team

Highly Organized

Ability to Learn Quickly

Time Management Skills

Languages

English

Portuguese

Spanish

I do volunteering once a week with cognitively disabled people (both teenagers and adults).

I love my work because it already taught me so much and I aim to learn way more in the years to come.

Helper at Somos Digital, Aveiro

April 2022 — June 2022

Once a week I help the elderly learn about basic informatics skills just like search tools and how to socially interacted with other users via online (like using WhatsApp and other important tools)

Member at BEST, Aveiro

April 2022

BEST is an international organisation held by students all across Europe and is divided in LBGs (Local BEST group), I am a part of the LBG Aveiro.

Student at ECIU, Kaunas

March 2022 — May 2022

ECIU challenge regarding recycling methods in the population of Kaunas Region. As a group we came up with an app that won an Innovation Voucher from 5000 euros from ECIU.