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| Europass-Curriculum Vitae | | Insira a sua fotografia. (facultativo, ver instruções) | | | | | | | | | | | | |
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| Personal information | |  | | | | | | | | | | | | |
| First name(s) / Surname(s) | | Mareco, Carlos | | | | | | | | | | | | |
| Address(es) | | Rua Carlos Paredes, Vivenda António, 7080-115 Vendas Novas, Portugal | | | | | | | | | | | | |
| Telephone(s) | | 961737414 | | | | |  | | | |  | | | |
|  | |  | | | | | | | | | | | | |
| E-mail | | [cmaynard13@gmail.com](mailto:cmaynard13@gmail.com) | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Nationality | | Portuguese | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Date of birth | | 01/07/1984 | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Gender | | Male | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Occupational field | | IT support | | | | | | | | | | | | |
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| Work experience | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | May 2009 – present date | | | | | | | | | | | | |
| Occupation or position held | | IT Service Helpdesk CST for ThomsonReuters Desk (12/2008 – 08/2011) and Husqvarna (11/2011 – present date) | | | | | | | | | | | | |
| Main activities and responsibilities | | Responsible for acting as first point of contact for all customer IT queries; remote access; account creation and deletion for several applications; Provided training (remotely through Webex sessions)  Specific Trainings received:  - Incident Management  - Mobile OS  - Windows 7 Power user. | | | | | | | | | | | | |
| Name and address of employer | | Fujitsu Technology Solutions  Edifício Colombo, Torre Oriente  Av. Colégio Militar Nº 37F – 3º Piso  1500-180 Lisboa - Portugal | | | | | | | | | | | | |
| Type of business or sector | | IT solutions | | | | | | | | | | | | |
| Dates | | 2007-2008 | | | | | | | | | | | | |
| Occupation or position held | | IT Service Helpdesk CST / Back Office | | | | | | | | | | | | |
| Main activities and responsibilities | | Data entry and technical assistance | | | | | | | | | | | | |
| Name and address of employer    Type of business or sector | | AC Nielsen Portugal – Rua D.Filipa de Vilhena, 38 – 1049-004 Lisboa, Portugal    Market Research | | | | | | | | | | | | |
| Dates | | 2006 | | | | | | | | | | | | |
| Occupation or position held | | IT Service Helpdesk CST | | | | | | | | | | | | |
| Main activities and responsibilities | | Selling credit cards | | | | | | | | | | | | |
| Name and address of employer | | Teleperformance/ Barclays – Saldanha, Lisboa | | | | | | | | | | | | |
| Type of business or sector | | Telemarketing | | | | | | | | | | | | |
| Dates | | 2004 | | | | | | | | | | | | |
| Occupation or position held | | Data entry operator | | | | | | | | | | | | |
| Main activities and responsibilities | | Data entry | | | | | | | | | | | | |
| Name and address of employer  Type of business or sector | | Karmann Ghia – Avenida Wilhelm Karmann – Lote 1, Apartado 50 – Parque Industrial de Vendas Novas 7080-115, Vendas Novas, Portugal | | | | | | | | | | | | |
| Type of business or sector | | Car Industry | | | | | | | | | | | | |
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| **Education and training** | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 2004 - 2005 | | | | | | | | | | | | |
| Title of qualification awarded | | IT | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | - Operating systems (Windows and Linux);  - Productivity tools – Office (Word, Excel, PowerPoint e Outlook)  - Databases and Planning (Access e Project)  - Drawing applications (AutoCAD, Autodesk VIZ and Architectural Desktop)  - Design and Multimedia (GimShop)  - Internet and web editing(Frontpage, Internet, WWW page editing)  - Programming (Visual Basic, ASP.net, PHP) | | | | | | | | | | | | |
| Name and type of organisation providing education and training | | FDTI | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Dates | | 2005 | | | | | | | | | | | | |
| Title of qualification awarded | | Microsoft Office Specialist | | | | | | | | | | | | |
| Principal subjects/occupational skills covered | | Specialized in Microsoft Office | | | | | | | | | | | | |
| Name and type of organisation | | FDTI/Microsoft | | | | | | | | | | | | |
| Dates  Title of qualification awarded  Principal subjects/occupational skills covered  Name and type of organisation  Classification  **Personal skills and competences**    Mother tongue(s) | | 1998 - 1999  Windows Master  IT management; Microsoft Windows; Microsoft Word; Microsoft Excel; Microsoft Access; Power point  London Institute  81%  Portuguese | | | | | | | | | | | | |
| Other language(s) | |  | | | | | | | | | | | | |
| Self-assessment | |  | Understanding | | | | | Speaking | | | | | Writing | |
| European level (\*) | |  | Listening | | Reading | | | Spoken interaction | | Spoken production | | |  | |
| English | |  | C2 | Proficient User | C2 | Proficient User | | C2 | Proficient User | C2 | | Proficient User | C2 | Proficient User |
| German | |  | B2 | Independent User | B2 | Independent User | | B2 | Independent User | B2 | | Independent User | B2 | Independent User |
|  | | (\*) [Common European Framework of Reference for Languages](http://europass.cedefop.europa.eu/LanguageSelfAssessmentGrid/en) | | | | | | | | | | | | |
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| Social skills and competences | |  | | | | | | | | | | | | |
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| Organisational skills and competences | |  | | | | | | | | | | | | |
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| Technical skills and competences | |  | | | | | | | | | | | | |
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| Computer skills and competences | |  | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Art skills and competences | | Culinary | | | | | | | | | | | | |
|  | |  | | | | | | | | | | | | |
| Sport skills and competences | |  | | | | | | | | | | | | |
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| Additional Information | | English Literature student in Faculdade de Letras da Universidade de Lisboa during two years (unfinished). | | | | | | | | | | | | |
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