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| Curriculum Vitae | | DSC01877 _edit | | |
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| Personal information | |  | | |
| First name(s) / Surname(s) | | Franco, Joana Lopes | | |
| Address(es) | | Rua João Gouveia, 3 Bloco B – 4ºC  2840-626 Seixal  Portugal | | |
| Mobile | | (+351) 936 191 834 |  |  |
| E-mail | | joana\_l\_f@hotmail.com | | |
|  | |  | | |
| Nationality | | Portuguese | | |
|  | |  | | |
| Date of birth | | 21st March 1984 | | |
|  | |  | | |
| Work experience | |  | | |
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| Dates | | **From 2nd December 2009 to 30th November 2011** | | |
| Occupation or position held | | Media Analyst – Text operator | | |
| Main activities and responsibilities | | General clipping duties of national press – scanning, reading, correction | | |
| Name and address of employer | | Manchete – Estudos, Tratamento e Gestão de Informação, S.A.; Edifício Castil, Rua Castilho 39, 11º A; 1250-068 Lisboa | | |
| Type of business or sector | | Media, Communication | | |
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| Dates | | **From 20th June 2008 to 18th September 2009** | | |
| Occupation or position held | | Customer Support, Receptionist, Guest Service | | |
| Main activities and responsibilities | | Customer support desk at shopping centre: customer support, complementary services rentals (wheelchairs and pushchairs), support to security team. Part-time job. | | |
| Name and address of employer | | Plano de Acção – Prestação de Serviços Gerais, Lda.; **Rua Dr. José Espírito Santo, Lote 12-E 1950-096 LISBOA** | | |
| Type of business or sector | | Customer Support, Reception, Guest Service | | |
|  | |  | | |
| Dates | | **From 16th January 2008 to 26th May 2008** | | |
| Occupation or position held | | Customer Service Agent - RYANAIR | | |
| Main activities and responsibilities | | Safety and Security onboard Boeing 737-800, Passenger’s Safety, Emergency Drills, First Aid, Customer Service. | | |
| Name and address of employer | | Crewlink Ltd.; Unit 39, Southern Cross Business Park, Boghall, Bray, Co. Wicklow, Ireland | | |
| Type of business or sector | | Aviation, Cabin Crew | | |
|  | |  | | |
| Dates | | **From June to September 2006** | | |
| Occupation or position held | | International Student Work & Travel Summer Programme | | |
| Main activities and responsibilities | | City Walk Sales & Merchandise Team Member – Merchandise sales at the different kiosks spread throughout City Walk area at Universal Studios Orlando Resort. | | |
| Name and address of employer | | Universal Orlando® Resort; 1000 Universal Studios Plaza, Orlando; Florida 32819-7610, USA | | |
| Type of business or sector | | Theme Parks, Tourism | | |

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| Education and training |  | | | | | | | | | | |
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| Dates | **From September 2002 to May 2007** | | | | | | | | | | |
| Title of qualification awarded | Degree in Social and Cultural Communication – Digital Variant - BA(Hons) | | | | | | | | | | |
| Principal subjects/occupational skills covered | Event Management, Communication Sociology, Law, Interpersonal Communication, Communication Theories, Advertising Communication Techniques, Corporate Communication, E-Commerce, Communication & IT, Project Management.  ***ERASMUS Programme – Thames Valley University (London)***  ***Curricular Internship at Banco Espírito Santo – 13 Valores*** | | | | | | | | | | |
| Name and type of organisation providing education and training | Universidade Católica Portuguesa, Faculdade de Ciências Humanas; Palma de Cima; 1649-023 Lisbon, Portugal | | | | | | | | | | |
| Level in national or international classification | 14 / 20 | | | | | | | | | | |
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| Dates | **From September 2002 to June 2003** | | | | | | | | | | |
| Title of qualification awarded | Graphic Computing Course | | | | | | | | | | |
| Principal subjects/occupational skills covered | Windows, Graphic Computing Techniques, AutoCAD, 3D Studio Viz, CorelDraw, Security Systems. | | | | | | | | | | |
| Name and type of organisation providing education and training | Tecliform - Instituto de Formação (Grupo UNICENTER); Campo Grande, nº 82, Loja A e B; 1700-094 Lisbon, Portugal | | | | | | | | | | |
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| Personal skills and competences |  | | | | | | | | | | |
|  |  | | | | | | | | | | |
| Mother tongue(s) | Portuguese | | | | | | | | | | |
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| 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 |
| French |  | A2 | Basic User | B1 | Independent User | A2 | Basic User | A2 | Basic User | A2 | Basic User |
| Italian |  | A2 | Basic User | A2 | Basic User | A2 | Basic User | A2 | Basic User | A2 | Basic User |
| Spanish |  | C1 | Independent User | C1 | Proficient User | C1 | Proficient User | B2 | Proficient User | B1 | Proficient User |
|  | (\*) Common European Framework of Reference for Languages | | | | | | | | | | |
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| Social skills and competences | Good capability of innovating and adapting to new situations and multicultural environments.  Dynamism and good interpersonal relations. | | | | | | | | | | |
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| Organisational skills and competences | Organizational Sense – Event Management, Project Management | | | | | | | | | | |
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| Computer skills and competences | Throughout my studies I work regularly with innumerous applications related to text or image editing – Word, Excel, Power Point, Corel Draw, etc.  Experienced user in Windows and MS Office environment.  Basic skills in MAC environment. | | | | | | | | | | |
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| Artistic skills and competences | Amateur Theatre between the ages of 13 and 16 y.o.  Fondness for stage performances.  Member of academic musical group “Tuna da Faculdade de Ciências Humanas das Universidade Católica Portuguesa – Lisboa” (Flute and Small Guitar) | | | | | | | | | | |
|  |  | | | | | | | | | | |
| Driving licence | L – 1818575 0 (A + B) | | | | | | | | | | |
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