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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 – 4ºC2840-626 SeixalPortugal |
| Mobile | (+351) 936 191 834 |  |  |
| E-mail | joana\_l\_f@hotmail.com |
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| Nationality | Portuguese |
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| Date of birth | 21st March 1984 |
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| 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 |
|  |  |
| 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-E1950-096 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  |
|  |  |
| 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 |
|  |  |
| 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) |
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| Driving licence | L – 1818575 0 (A + B) |
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