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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 |
|  |  |
| Nationality | Portuguese |
|  |  |
| Date of birth | 01/07/1984 |
|  |  |
| Gender | Male |
|  |  |
| Occupational field | IT support |
|  |  |
| 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 SolutionsEdifício Colombo, Torre OrienteAv. 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 employerType 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** |  |
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| 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 |
|   DatesTitle of qualification awarded Principal subjects/occupational skills covered Name and type of organisation  Classification **Personal skills and competences**  Mother tongue(s) | 1998 - 1999Windows MasterIT management; Microsoft Windows; Microsoft Word; Microsoft Excel; Microsoft Access; Power pointLondon Institute81%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 |  |
|  |  |
| Technical skills and competences |  |
|  |  |
| 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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