**IVAN EVARISTO**

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**Personal Profile**

A young, friendly and motivated individual who seeks employment within a customer focused

environment. Hoping to secure an opportunity that will facilitate further growth and development

through opportunities and training.

**Key Skills**

* Excellent communicator with the ability to build a rapport with individuals from a variety of backgrounds
* Exceptional time management
* Able to work under pressure
* Focusedon motivating others
* Confident in all Microsoft applications
* Fluent in Portuguese, confident speaking Spanish and French
* Full Clean Driving Licence

**Employment History**

(Jul 16 – Sep 16) **Call Center Agen**t **– Teleperformance- Phillip Morris International (Lisboa)**

* **IQOS** Costumer care
* Annalise, detect and report faults and repairs
* Create and process replacement orders
* Create new cases and analyses existing cases on GCRS system
* Coordinate with Rangel’s QA team so repairs and deliveries are done on time

(Jan 16 – Jun 16) **Work experience with SonAir (Luanda, ANGOLA)**

(Jan 14 – Dez 15) **Comercial Helicoper Pilot Licence Grant- Sonagol (Luanda, ANGOLA)**

* ATPL(H) Theory
* Training based in Portugal (GAIR)

     Jan 12 – Dec 13 **Loadmaster – Atlas Air (Luanda, ANGOLA)**

* Calculate Weight & Balance (Boeing, 747 and 767)
* ensuring the aircraft is loaded safely
* preplanning the correct placement of the load on the airplane

  Set 11 – Jan 12 **Oficial de operações – Astra Aviation (Luanda, ANGOLA)**

* Use material handling machines such as conveyor belts e Football Schools
* Load and unload freight and baggage

March 07 to (June 11) **FITC Project Co-ordinator– Queens Park Rangers FC**

* Management of all daily tasks of the Football Schools
* Responsible for 15 part time coaches and 30 hours of coaching per week
* Monitoring, evaluation and funding responsibilities
* Regular contact with customers, parents and business partners
* Over 500 participants per month

May O6 – (June 09) **P-Leisure Pass** **Membership Co-ordinator –Westminster Council**

* Data base entry, Microsoft Office and Multi Badge
* Dealing with the public; one to one, phone and email.
* Active role in marketing of the concession card
* Meet and greet guests

Dec 05 – (March 07) **Football Co-ordinator – SL Benfica (London Franchisee), Portugal**

* Management of all daily tasks of the Football Schools
* Organization of friendly matches, tournaments and holiday programs
* Monitoring, evaluation and funding responsibilities
* Regular contact with customers, parents and business partner

July 05 – (July 07) **Volunteer - Health Matters – South Kilburn NDC**

* Daily running of the reception including answering queries, database entry and ordering equipment

April 05 – (March 07) **Football Coach – Queens Park Rangers** **FC**

* Delivery of safety, enjoyable and effective football sessions
* To supervise children aged 6 to 14 years
* Able to work as an individual or part of a team
* Managing Under 13’s Youth Team

Sept 04 – Feb 05 **Costumer Assistant– Fun Land-Trocadero- London**

* Experience and knowledge of all companies products
* Responsible for stock replenishment
* Ensured health and safety procedures

Nov 02 – Nov 03 **Assistant Steward – P&O Ferries Dover**

* Assured safety and comfort of passengers
* Trained and motivated new starters
* Undertook daily banking procedures

**Education & Qualifications**

1996 – 2000 **Willesden High School, London** (6 GCSE Passes)

2000- 2002 **College of Northwest London** (A level)

April 05 **F.A. - Emergency First Aid Course**

April 05 **F.A. - Level 1 in Football Coaching**

April 05 **F.A. – Child Protection Certificate**

September 05 **F.A. - Coaching Disabled Footballers Course**

November 05 **F.A. - Soccer Camp Coaches**

December 05 **F.A. AOTT’s - PE and Football Course**

April 06 **1 Week Internal Coaches Workshop (FC Porto)**

July 06 **SAQ P Award**

Nov 06 **1 Week Internal Coaches Workshop (GD Fabril)**

April 07 **1 Week Internal Coaches Workshop (SL Benfica)**

Sep 08 **F.A. – Talent ID Course**

March 12 **IATA Weight & Balance ( Boeing 747/767)**

March 12 **IATA Dangerous Goods**

March 12 **Ground Security Training**

Jan 15 **Private Helicopter License**

**Hobbies and Interests**

I enjoy most sporting activities, reading and have a keen interest in Aviation

**References available upon request**