

PERSONAL INFORMATION

Nuno Miguel Pereira Menezes

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Sex Male | Date of birth 24/06/1977 | Nationality Portuguese

PREFERRED JOB

Network engineer

WORK EXPERIENCE

28/02/2017–Present

Customer Advisor

Sitel, Lisboa (Portugal)

Provide Customer Support for the Housing\ Tourism Industry

Provide Technical Support

Report issues\Bugs on the Online platform

Help users with technical issues

Educate users on how to use the Online platform

21/09/2016–28/02/2017

Technical Support Advisor

Sellbytel, Living Brands, Lisbon (Portugal)

Working for the leader in the technological sector (computers, telecommunication, entertainment) -
Providing customer's support regarding mobile device, computer, and network issues

02/02/2014–Present

Freelancer (Digital Currencies, Blockchain Technology)

Freelancer, Lisbon (Portugal)

Local and Remote Mining configuration support, Journalism, Consulting, Marketing and
advertisement, Forum Moderation and Posting, Communications management, Wordpress SEO,
Project Management.

09/02/2016–20/09/2016

Helpdesk Technician

PT, Portugal Telecom, Lisbon (Portugal)

Costumer agent Helpdesk technician. Service Technical support. IPTV, GPON - FTTH, ADSL, Front
and Backoffice Support.

15/04/2012–02/02/2014

Telecommunications engineering technician

Nokia Siemens Networks, Lisboa (Portugal), Lisbon (Portugal)

Network Operation Technician – (Gnoc)

Mobile Telecommunications Infrastructure and Energy resources Alarm Monitoring, Ticketing and
reporting. (2G, 3G, 4G) Tx Monitoring

Alarm Monitoring and Fault Management - Motorola and Huawei systems

- 01/04/2011–01/04/2012 **Auditing & Quality**
Portugal Telecom, Lisboa (portugal), Lisbon (Portugal)
Residencial Customer Care, Technical operational Performance and Quality Evaluation. Auditing Helpdesk and Support Desk Services; Technical Operational Improvements
- 01/03/2008–01/04/2010 **Helpdesk Technician**
PT - Portugal Telecom, Lisboa (portugal), Lisbon (Portugal)
Costumer agent Helpdesk technician. Service Technical support. IPTV, GPON - FTTH, ADSL, Front and Backoffice Support.
- 01/08/2007–01/03/2008 **Contact Center Agent**
PT - Portugal Telecom, Lisboa (Portugal), Lisbon (Portugal)
Loyalty and Retention Campaign Services
- 01/04/2007–01/08/2007 **Administrative secretary**
ANJAF - Non Profitable Association for Family Support, Lisboa (Portugal), Lisbon (Portugal)
Documentation management, Blog Support and other administrative tasks.
- 01/05/2004–01/08/2005 **Airport Security**
ICTS - International Consulting on Targeted Security, Lisboa (Portugal), Lisbon (Portugal)
Surveillance and Airport Security. Supervising Luggage X- Ray Control
- 01/07/2001 **Administrative secretary**
Nova MG 2000, Lisboa (Portugal), Lisbon (Portugal)
Accounting support and administrative Services

EDUCATION AND TRAINING

- 01/07/2014–10/12/2014 **MOOC- Introduction to Digital Currencies Certificate**
University of Nicosia, Nicosia (Cyprus)
Training and practice in the Digital Currencies Technology:
Transactions, Wallets, Blockchain, Mining.
Theoretical Introduction to Digital Currencies.
Practical Introduction to Digital Currencies.
The implications of the Financial and Banking regulation in relation to Digital Currencies.
Innovation and Development.
Entrepreneurship.
- 01/09/2008–14/11/2010 **Master's Degree**
ISCTE - IUL - Instituto Superior de Ciências do Trabalho e Empresa - Instituto Universitário de Lisboa, Lisbon (Portugal)
Social Sciences, Communication and Image Master's Degree (Anthropology)
- 01/09/2003–01/09/2007 **Anthropology Bachelor Degree**
ISCTE - IUL - Instituto Superior de Ciências do Trabalho e Empresa - Instituto Universitário de Lisboa, Lisboa (Portugal)

Social Anthropology

01/09/1999–01/09/2003

Anthropology Bachelor Degree \ incomplete

UTAD - Universidade de Trás-os-Montes-e-Alto-Douro, Vila Real (Portugal), Vila Real de Trás-os-Montes (Portugal)

Applied Anthropology, Ethnography and Ethnology

PERSONAL SKILLS

Mother tongue(s) Portuguese

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	B2	B2	B2
Spanish	C1	C1	B2	B2	B1
German	A2	A2	A1	A1	A1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

team work: I have worked in various types of teams from research teams from scientific research teams to Sports teams. I have good communication skills and professional experience in various Working Backgrounds.

Organisational / managerial skills

Good communication skills gained through my experience in various Working Backgrounds

Job-related skills

Good command of quality control processes. Excellent working capacities and resilience.

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Digital competences - Self-assessment grid

IQL + AFF/QLA - Skydiving and Flight Parachute control. Precision Landing.

Very good Knowledge of Windows operative Systems and MS Office Applications. Networking Experience, Remote Access SSH. Web Research, Translation, Technical writing. Computer Assembly and Hardware configuration Knowledge. Medium Level Linux Remedy, Citrix, Siebel and CRM proficiency.

IPTV networks and optical fiber - GPON \FTTH; Technologies - FR, ATM, UMTS, GSM, GSM-R, EDGE, UMTS R7, WCDMA, TCP / IP, HSDPA, Dispatch Radio, LTE (Certified by NSN - Nokia Siemens Networks)

Web applications: Slack, Zoho, Zendesk, Mailchimp, Trello, Wordpress

Knowledge and proficiency with Blockchain and Digital Currency technology

Remote support, Desktop and Network Troubleshooting; knowledge in Virtualization (Server & Desktop – VMWare, Vbox, Azure Hyper-V)