

ALVARO SOARES – TRANSLATOR

With over 15 years experience. During my professional journey I had the opportunity to get in touch with numerous clients of several nationalities and give support to the necessary translations, leading me to obtain knowledge to carry out technical translations in the financial area.

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Portugal

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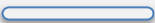
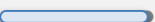

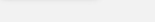

ACADEMIC DEGREE

Degree in Advisory and Translation | ISCAP, Portugal |
09.2022 – ongoing

SOFT SKILLS

- Communication;
- Interpersonal relations;
- Autonomy
- Problem-solving ability
- Empathy
- Assertiveness
- Argumentation ability

HARD SKILLS

Portuguese	
English	
Spanish	
French	
German	

Tech

Microsoft Office

Excel

Outlook

PowerPoint

CRM

PROFESSIONAL EXPERIENCE:

CAIXA ECONOMICA MONTEPIO GERAL | PORTUGAL

06.1999 – 03.2023

Client Manager
(Guimarães, Vizela, Felgueiras)

- Commercially monitor a portfolio of clients consisting of individuals, being responsible for fulfilling previously established objectives;
- Promote and negotiate products and services marketed by the Bank.
- Optimize the relationship with current Customers and capture, with strong dynamism, potential Customers;
- Carry out the negotiated operations/orders transmitted by the clients, or ensure that they are duly and timely fulfilled, as well as ensure compliance by the clients;
- Work with customer focus, with permanent responsibility in ensuring an excellent level of service.

CASHIER/ADMINISTRATIVE

- Ensure customer service (via telephone, email and face-to-face) in accordance with defined procedures, ensuring doubts clarification related to bank loans;
- Ensure management and follow-up of requests related to active credit;
- Carry out returned mail treatment and management;
- Perform various tasks of administrative scope to support the activity – ATMs maintenance, loan files preparation, cash deposits, withdrawals;
- Commercialization of insurance, life and non-life.

JEAN MICHEL GARMENT FACTORY

09.1998 – 06.1999

ADMINISTRATIVE

- Customer and supplier service and reception;
- Mail Treatment
- Telephone Customer Service
- Ensure compliance with safety rules and good use of equipment and facilities;
- Administrative support for all departments and business units.
- Creation of delivery notes, receipts, transport notes, invoicing, among others.

TEXTEIS MAFE, LDA

09.1995 – 08.1998

Wharehouse/Store keeper

- Control and check the reception of goods arriving at the warehouse;
- Loading and unloading, packaging and shipping of goods;
- placing orders with suppliers and coordinating with carriers
- Invoices and orders review