



Curriculum Vitae

Personal Information

Name: Joana Vanessa Ramos Galante

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E-mail address: joana.galante26@gmail.com

Nationality: Portuguesa

Date of birth: 08/05/1990

Driving License: B

Job wanted / Functional Area:

Customer Management, Customer Support and Attention, Chat and Blog Moderation, Lead Generation, Consulting, Audit, Project and Operations Management, Translation, Transcription, Website, APP and Search Engine Evaluation and Testing, Pet Care.

Professional Experience:

Dates: February 2017 until this moment.

Function/job: Independent contractor with past and current jobs with several companies, working in consulting, audits, testing, and remote work.

Main activities and responsibilities: Audits, customer management and support, project management and remote work.

Names of employers: Moresults, Bare International, Helion Research, TestBirds, 4Services, just to name a few.

Dates: September 2016 to April 2018.

Function/job: Administrative role.

Main activities and responsibilities: Working in the administration of 4 restaurants, alongside the boss and the managers.

Name of employer: Virtuous Summer Lda.

Dates: May 2015 to May 2016 (2 six month-contracts)

Function/Job: Commercial Assistant

Main activities and responsibilities: Internship in a Bank Branch of *Millennium BCP*, where the main responsibilities were *merchandising*, internal mail, customer assistance and working at the call-center.

Name of employer: *Millennium BCP*, in Bellavista, Albufeira.

Dates: 2014 (September) and 2015 (April)

Function/job: Commercial / Promotor

Main activities and responsibilities: Action to attract new customers and attract the existing ones from Makro, on the west of the Algarve ("Barlavento"), mainly going door to door to the several existing companies.

Name of employer: Adecco (having Makro as a client).

Dates: 2014 (August)

Function/Job: Promotor

Main activities and responsibilities: Promotion of Solar Screen Creams of L’Oreal and Garnier at “Modelo de Albufeira” (SONAE company). The objective was to attract new clients for these brands and to dynamize the commercial space.

Name of employer: Adecco (having L’Oreal as a client).

Dates: 2013 (1st March – 3rd September)

Function/job: Intern at the Department of Flavor and Texture.

Main activities and responsibilities: Study of the functionality of vegetable proteins from *teff*, and development of milk and meat analogues (Master’s Thesis).

Name of employer: NIZO Food Research, in the Netherlands.

Dates: 2012 (1st July – 31st August)

Function/Job: Intern at the Department of Logistics and Planning.

Main activities and responsibilities: Study of the adequacy of production batches for each article of the company’s portfolio.

Name of employer: Sumol+Compal, in Carnaxide.

Dates: 2008/2009, 2015/2016, 2017-2022

Function/Job: Singer

Main activities and responsibilities: Musical entertainment

Names of employers: Several hotels and some bars in Albufeira, Armação de Pêra, Quarteira, Portimão and Alvor (managed by some artists agencies: Apreciarte, Pedro Nazário and Mário Spencer’s Agency).

Education and Training

2008-2013 (ending in November 2013): Integrated Master’s in Biological Engineering, at Instituto Superior Técnico, in Lisbon – final grade: **16/20**. In this case, the main areas of study and training were the following: Molecular and Cellular Biology, Mathematics, Chemistry, Engineering, Food Technology, Production, Operation and Project Management.

- 6-month Internship at NIZO Food Research, in Ede, in the Netherlands, within the construction of the Master’s Thesis (1/03/13 to 03/09/13).

2012: Certificate in Advanced English (CAE), grade B (79/100) [ESOL Exams, University of Cambridge].

2012: Professional Certificate in Leadership, CAF (24h) – final grade: **19/20**.

2011/2012: Investigator – Intern at IBB, in Instituto Superior Técnico (Chromatography and Immunoaffinity work with Professor Ana Azevedo).

2005-2008: Sciences and Technologies Course, at Albufeira’s Secondary School – final grade: **18/20**.

Personal skills and competencies

Mother tongue: Portuguese

Other languages: English (C1 – advanced); French (B2 – intermediate); Spanish (B2 – intermediate); Italian (B1 – basic).

Social skills and competencies

- Easy establishment of working relationships.
- Familiarized with the group spirit and to teamwork.
- Dynamical and productive, used to working remotely with discipline and to manage schedules and jobs, even with several simultaneous jobs at once, to several companies.

Organization skills and competencies

- Built an electrical vehicle moved by solar power: experience in getting sponsorships, namely from Mercedes (2007); Participation with that vehicle in “Mostra Nacional de Jovens Engenheiros 2007”, at the Electricity Museum, in Lisbon.
- Organization of 2012 JEB (“Jornadas de Engenharia Biológica do IST” – Biological Engineering Summit at IST) at IST, as a member of the Financial Department.
- Organization of ENEB 2012 (“Encontro Nacional de Engenharia Biológica” – National Encounter of Biological Engineering), in Portugal.

IT skills and competencies

- Intermediate knowledge – All Microsoft apps, all Google apps, ChatGPT, Social Network Management.
- Basic Knowledge – Programming in Fortran and Matlab; main software and apps that are used in smartphones and personal computers.

Artistic Skills and Competencies

Music:

- Participation in several events, as a singer:
 - “Evento de Beneficência para os Sem Abrigo” (Charity Event to Help the Homeless People) at Nuclegarve, organized by the association CASA (26/02/2023)
 - “VIII Festival de Artes de Albufeira” (Arts Festival of Albufeira), 4th place, accompanied by piano (February of 2008)
 - Concert “Albufeira Canta Abril”, to celebrate the Independence Day, in Albufeira (25/04/2008)
 - Concerts through the Algarve (south of Portugal) for tourists and local people
 - “Festival da Juventude de Albufeira” (Youth Festival of Albufeira), organized by GAJ (“Gabinete da Juventude” – Youth’s Cabinet) – (11/08/2007)
 - Several private musical events.
- Intermediate Training – Voice and Piano; Basic Training – Guitar.
- Writing and Poetry.

Other skills and competencies

- Participation in the “Concurso Nacional de Leitura” (Final Distrital – Faro) – (National Reading Contest, District Final, in Faro), on 14th May 2007.
- Coursera Certificates: “*Drugs and the Brain*” (10 weeks, grade: 100%) “*Psychology as a Science*” (12 weeks, grade: 87.9%), etc.
- Upgrading the English level and acquisition of social skills: Participation in the “21^o Intercâmbio Europeu da Juventude” (21st European Youth Interchange), promoted by the European Academy of Great Britain, which took place in London, from 21st to 28th July 2007).
- Ballroom dancing and Gymnastics.
- Interior Design and Decoration.