



Silvana Maria Cabral Carvalho

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Rua Bombeiros Voluntários 26, 2º ESQ, 2675-304, Odivelas, Lisboa, Portugal

● WORK EXPERIENCE

15/12/2015 – CURRENT

VOLUNTEERING

- Animal food collection at Continente Hypermarket (Animalife and Cantinho Animais dos Açores Associations)

Capelas, Ponta Delgada, São Miguel, Portugal

04/07/2016 – 30/07/2016

ATL - JOVEM

- Educational activities with children;
- Paintings on the ATL wall;
- Cleaning the exterior and interior of the Junta de Freguesia

Junta de Freguesia de Santa Bárbara, Ponta Delgada, São Miguel, Portugal

16/05/2022 – CURRENT – Lisboa

CUSTOMER SUPPORT – ZEOLIT BG LTD

- Order and addresses confirmation;
- Inform customers about the functions of various products;
- Assist customers in making returns or exchanges.

● EDUCATION AND TRAINING

15/09/2015 – 07/07/2018 – Ponta Delgada, São Miguel, Portugal

SCIENTIFIC HUMANISTIC COURSE (LANGUAGES AND HUMANITIES) – Escola Secundária Antero de Quental

- Portuguese
- English
- German
- History
- Psychology

EQF level 5

17/09/2018 – 12/05/2021 – Lisboa, Portugal

DEGREE IN LANGUAGES, LITERATURES AND CULTURES – Faculdade de Letras, Universidade de Lisboa

- English
- German
- French
- Portuguese Literature
- USA Literature
- Major in German Studies (Literature, Culture and Linguistics)

EQF level 6

17/09/2021 – CURRENT – Lisboa, Portugal

MASTER'S IN TRANSLATION – Faculdade de Letras da Universidade de Lisboa

● **LANGUAGE SKILLS**

Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
GERMAN	B2	B2	B2	B2	B2
FRENCH	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Using the internet as a communication and research tool | Microsoft Office | Good command of Microsoft Office tools (Excel, Word, PowerPoint)

● **ORGANISATIONAL SKILLS**

Organisational skills

- Quick ability to adapt to new situations and tasks;
- Responsibility and good organizational skills;
- Good time management, knowing how to prioritize and work to demanding timings;
- Ability to organize and plan events.

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Social and communication skills

- Team spirit and communication skills acquired through professional experience;
- Good interpersonal relationships;
- Ability to adapt to new situations and tasks;
- Active listening and objectivity;
- Written and oral fluency;
- Empathy and negotiating skills.