



Diana de Vasconcelos Tavares

Address: Terra Branca, Cxp 4, Praia - Cape Verde, 7600

Telephone: +238 2615350

Mobile: +238 5969183

Email: dianatavares86@gmail.com

Date of Birth: 02/05/1986 | **Nationality:** Cape Verdean

Synthesis

I am a dedicated, responsible, communicative and motivated person to meet objectives, with extensive experience in the areas of back & front office, call center and customer service, presenting significant productivity due to the consistency of the quality of my work, performing several tasks simultaneously. with professionalism.

Skills

- Mother language - Portuguese and Cape Verdean Creole.
- Good command of the English language (Oral and Written Comprehension and Interaction).
- Reasonable command of the French language (Oral Comprehension and Interaction).
- Good communication skills acquired through professional experience.
- Good ability to interact and integrate into work teams.
- Good command of software such as Microsoft Office, AMADEU, Photoshop and Banking Software.
- Experience in time management, agendas, database and meeting planning.
- Competent in the organization and distribution of correspondence.

Experience

July 2023-
present

freelance Interpreter at the company Propio Language Services

work answering a 3 party calls from people, banks, hospitals, doing translation for those who did not speak English but spoke Portuguese and Cape Verdean Kriol

august 2023-
present

freelance translator at the company world translation center

work on translating documents from english-portuguese/ portuguese-english , from english-cape verdean kriol/ cape verdean kriol-english and from portuguese- cape verdean kriol/ cape verdean kriol- portuguese

July 2022-August
2023

**Vintage group international llc
interpreter in call**

worked answering a 3 party calls from people, banks, hospitals, doing translation for those who did not speak English but spoke Portuguese and Cape Verdean Kriol

November 2018
February 2020

**Unitel T+
Beach – Cape Verde
(Call Center operator)**

Responsible for managing a large volume of calls, documenting, researching and resolving issues related to customer service accurately, through support management and databases.

Also responsible for solving and resolving product complaints from customers in an empathetic and professional manner, always acting as a liaison between customers, employees and various store departments.

Responsible for informing customers about discounts and promotions in a friendly and captivating way, retaining them and making follow-up calls.

July 2018
October 2018

**Meo Altice
Lisbon, Portugal
(Counter Service and Call Center Operator)**

Responsible for managing a wide variety of customer support services and administrative tasks to resolve customer issues quickly and effectively.

Responsible for informing customers about discounts and promotions in a friendly and captivating way, retaining them and making follow-up calls.

Also responsible for forwarding unresolved customer complaints to the corresponding departments for a deeper investigation.

May 2017
July 2018

**Boutique Hotel Pescador
Praia – Cape Verde
(receptionist)**

Responsible for making and confirming reservations, keeping records of room availability and customer accounts, manually or electronically.

Responsible for expenses related to rooms, food, drinks or telephone calls in accounting books manually or via computer, processing invoices and receiving payments from guests.

Responsible for carrying out accounting activities, such as account balance and night audits.

Also responsible for managing customer comments and complaints, helping and assisting them during their stays, forwarding them to the manager

whenever necessary.

December 2014
March 2015

**Oásis Atlântico - Hotel Porto Grande
Mindelo – Cape Verde**

(Curriculum Internship in the Reception area)
Responsible for making and confirming reservations, keeping records of room availability and customer accounts, manually or electronically.
Responsible for expenses related to rooms, food, drinks or telephone calls in accounting books manually or via computer, processing invoices and receiving payments from guests.
Also responsible for managing customer comments and complaints, helping and assisting them during their stays, forwarding them to the manager whenever necessary.

July 2014
August 2014

**Girassol Tours, Travel & Tourism
Praia – Cape Verde
(Internship CV at a Travel Agency)**

Responsible for booking, issuing, reissuing, changing and selling air travel tickets. Provide information about travel packages, tourist routes, tourist excursions and rules of each country, meeting the special needs of customers.
Responsible for communicating with each provider (airlines, hotels, etc.), controlling rates and other special requests from clients and the agency.

July 2014
August 2014

**SATGURU Travel & Tours Services
Praia – Cape Verde
(Internship CV at a Travel Agency)**

Responsible for booking, issuing, reissuing, changing and selling air travel tickets. Provide information about travel packages, tourist routes, tourist excursions and rules of each country, meeting the special needs of customers.
Responsible for communicating with each provider (airlines, hotels, etc.), controlling rates and other special requests from clients and the agency.

August 2009
February 2012

**Interatlantic Bank
Praia – Cape Verde
(Back Office in the Foreign Operations area)**

Responsible for establishing new customer accounts, including checks, savings, lines of credit and loans, in the area of operations abroad.
Responsible for executing customer transactions, including deposits, withdrawals, money orders and checks, ensuring the confidentiality of bank records and customer information.
Also responsible for processing foreign and exchange currencies, deleting unused online banking files, and directing specific inquiries to appropriate branch personnel.

October 2008
November 2008

Radio City FM
Praia – Cape Verde
(Internship in the Production and Animation Area)
Responsible for the presentation and animation of music, educational and interview programs.

April 2007
September 2007

Contact CV
Praia – Cape Verde
(Customer Service - Call Center)
Responsible for handling a large volume of calls with tact and professionalism, always documenting and researching the database, and resolving customer-related issues accurately.

Education

2013 - 2015 EHTCV School of Hotel and Tourism of Cape Verde Praia – Cape Verde
2012 - 2013 Jean Piaget Praia University – Cape Verde
2009 IFB – Institute for Banking Training Lisbon – Portugal
2007 Contact CV – Training in the Customer Service Area Lisbon – Portugal
2006 - 2007 UNIFOR (1 Semester) Fortaleza – Brazil
Domingos Ramos Praia High School – Cape Verde
1999 - 2006

Certificates

- Diploma of Tourism and Hotel Operations Technician Course
- Certificate of Participation in a Mini Course of Events
- Professional Banking Training Certificate
- hipa certificate translation

Additional Information

Knowledge of photography, videography and graphic design