

PERSONAL INFORMATION

Inês Lima



 Av Camilo Castelo Branco 4 7º Esq, 2610-031 Amadora (Portugal)

 965327253

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Date of birth 27/07/1978

WORK EXPERIENCE

01/07/2001–Present

Freelance Translator

Inês Lima (Portugal)

- Translation of documents and certificates
- Specialized in tourism and travel, aviation and transports, literature, history, architecture and art
- Translations from English, Spanish and French to Portuguese

01/11/2019–Present

Tour Guide

Freelancer

- Group and private tours in the area of Lisbon

- 10/06/2019–25/10/2019 **Tour Guide**
Inside Lisbon, Lisboa (Portugal)
Tours up to Eight People in Mini Van informing and explaining about Portugal History and Culture
- 02/01/2018–05/06/2019 **Airline Operations Supervisor**
Ucall, Lisboa (Portugal)
Team Management
Airline Operations Management
- 05/08/2001–26/12/2017 **Travel agent**
Viagens Abreu, Lisboa (Portugal)
From April 2016 until December 2018 Corporate Travel Manager in one of the biggest Enterprises in Portugal (Jeronimo Martins)
From October 2012 until April 2016 Corporate Travel Agent
Until 2012 Customer Service in Travel Agency Desk
Flight and Accommodation Reservations, Meeting Rooms, etc. Customer Support in presence and by email and phone.

06/08/2000–25/06/2001 **Translator**
 HCR Traduções, Lisboa (Portugal)
 Office XP Translation

02/02/2000–30/07/2000 **Commercial Assistant**
 Elias & Paiva, Alcobaca (Portugal)
 General Office functions
 Translation of Documents
 Phone Answering
 Invoicing
 Meetings with Clients

EDUCATION AND TRAINING

01/10/2017–30/06/2018 **Post Graduation in Tour Guiding**
 Instituto Novas Profissões, Lisboa (Portugal)

29/10/2004–18/06/2006 **Degree in Translation and Interpretation**
 Universidade Lusófona, Lisboa (Portugal)

05/10/1996–05/03/2000 **Bachelor Degree in Translation and Interpretation**
 Escola Superior de Tecnologia e Gestão, Leiria (Portugal)

PERSONAL SKILLS

Mother tongue(s) Portuguese

Foreign language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
French	C1	C1	C1	C1	C1
Spanish	C1	C1	B2	B2	B2

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

Communication skills Good communication skills gained through my professional experience with customer service
 Good communication and interaction skills with persons of different languages and cultures gained through my experience as Tour Guide

Organisational / managerial skills Good Organization Skills gained through my experience as travel agent
 Good Leadership skills gained through my experience as Corporate Travel Manager and Airline Operations Supervisor

Job-related skills Good communication skills and of interaction with clients
 Goog Skills in using tools connected with travel agency, airline and contact center.

Good Management, Organization, Leadership and Team Motivation Skills

Digital skills

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

Digital skills - Self-assessment grid

Good skills in using Microsoft Office, Translation and Text Revision Tools, Flight and accommodation Reservation tools and contact center operations management tools