

Marta Silva

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PROFILE

Two years of front-line customer experience in telecom retail, where I learned that most "difficult customers" are just people whose problem nobody explained properly. I write clearly, stay patient, and genuinely enjoy fixing things for people.

EXPERIENCE

Customer Advisor

Vodafone Store, Lisbon Amoreiras

2024 – Present

- Resolve 40–50 customer issues daily (contracts, billing, device setup) in Portuguese and English
- Hold the store's highest customer-satisfaction score (4.8/5) over the last three quarters
- Wrote the team's unofficial troubleshooting cheat-sheet for the five most common router issues — now used in onboarding

Café Server

Café A Brasileira, Lisbon

2023 – 2024

- Served tourists and regulars in a 200-year-old café, mostly in English
- Learned to stay friendly and accurate during 90-minute non-stop rushes

EDUCATION

Professional Certificate in Tourism & Hospitality

Escola de Hotelaria de Lisboa

2021 – 2023

SKILLS

Customer skills: Written support, de-escalation, troubleshooting, explaining technical topics simply

Tools: Zendesk (daily use), CRM systems, fast and accurate typing (75 wpm)

Languages: Portuguese (native), English (C1), Spanish (B1)