

PERSONAL INFORMATION



Luís Filipe Távora

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Sex M | Date of birth 21/12/1972 | Nationality Portuguese

JOB APPLIED FOR/ POSITION/ PREFERRED JOB

Project Manager (Communication; Training; e-Government; Service Design; Innovation)

WORK EXPERIENCE

July 2017 until present
date

Head of Unit – Corporate Customer Care and Service Design

Organisation: Portuguese Environment Agency | www.apambiente.pt

Main responsibilities:

- Overall design and management of the Agency's customer service.
- Identification of service targets;
- General management of B2B and B2C channels;
- Content management;
- Development and design of communication and visibility actions of the unit's purpose, processes and standards;
- Management of quality compliance methods and actions.
- Integration management of customer services onto the ongoing digital transformation process.
- Performance analysis and develop management of the team members.

May 2013 until July 2017

Head of Unit - Communication and Public Relations

Organisation: Portuguese Environment Agency | www.apambiente.pt

Main responsibilities:

- General advisory to the board, in marketing, communication and public relations;

- Creation, development and implementation of the Agency's communication and marketing strategic plan;
- Coordination of internal and external communications projects;
- Spokesman and media officer (delivery of news, information, stories, updates and other forms of coverage to the Portuguese Environment Community via multiple platforms);
- Speechwriting;
- Audio-visuals planning and production.
- National focal point of the European institutions and associate organizations for joint environmental communication projects.

June 2009 - May 2013

Head of Group – Public Information and International training Manager

Organisation: Portuguese Agency for Civil Protection | www.prociv.pt

Main responsibilities:

- General advisory to the board in international and cooperation affairs.
- Management of engagements with international emergency management partners under the authority of bilateral and multilateral agreements;
- Management of International Training Programmes
- Coordination of foreign visit requests to the Agency facilities;
- Support services to ANPC employees traveling internationally on official missions;
- National representative on major international for a, namely within the EU organisations, NATO, UN and the Council of Europe.
- Spokesman and media contact.
- Technical consultancy to the Angolan Ministry of the Interior, in communication and media relations, in the framework of the Portugal-Angola Cooperation Bilateral Agreement.

Business or sector: Public Central Sector

Jan 2003 - Jun 2007

Training Manager and Lecturer

Organisation: Portuguese Transport and Traffic Safety Agency (DGV)

Main Responsibilities:

- General management of a staff training programme based on organisational and employee needs; design of questionnaires and surveys in consultation with managers and staff to analyse training needs;
- Design and production of training manuals and other training resources, such as presentations, notes and contents for visual displays;
- Performance evaluation through compliance surveys, questionnaires and interviews.

Business or sector Public Central Sector

Sep 2001 - Jan 2003

Communication and Customer Experience Officer

Organisation: Portuguese Social Security Agency (ISS) | www.seg-social.pt

Main Responsibilities:

- Content creation;
- Management of the digital channels;
- Speechwriting.
- Co-creation of the Agency's customer service processes.

Business or sector Public Central Sector

April. 1998 - Jun. 2001

Training Coordinator

Organisation: Portuguese Institute for Environmental Education and Awareness (IPAMB)

Main Responsibilities:

- Assistant Manager of the Country's Citizens Environmental Training Plan.
- Pedagogic assessor on the following training programmes: *Environmental journalism*; *Environmental Impact Assessment*; *Environment's Social and Political Framework*.
- Performance evaluation through compliance surveys, questionnaires and interviews.

Business or sector Public Central Sector

Jun. 1997 - April. 1998

Journalist / Content writer

Organisation: Grupo Forum, Publishers – Department of New Media

Main Responsibilities:

- Writing news and articles on Tourism, Oceans and the Environment (main clients: Expo'98 World Exhibition, the Portuguese Centre Region Tourism Board, the Lisbon Oceanarium, to name a few).

Business or sector Private Sector

ACADEMIC EDUCATION

From Sep 2006 to May 2007

Academic Institution:

Certificate of Higher Studies in Economics (*on campus*, part-time education).

University of London / Birkbeck College (United Kingdom)
www.bbk.ac.uk

Main disciplines

- Economic Principles
- Modern World Economy
- Political Economy of Globalisation

Classification:

Merit

From Oct 1992 to June 1996 Licenciante Degree in Sociology (*on campus*, full-time education).

Academic Institution:

Universidade Lusófona (Portugal)
www.ulusofona.pt

Main disciplines:

- Sociology of Communication
 - Sociology of Health
 - Sociology of Consumption and Everyday Life
 - Science, Technology and Society
- Classification: 13/20

Classification:

13/20

LANGUAGES

Mother tongue(s) Portuguese

Other language(s)

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

PUBLICATIONS

Távora, Filipe; Martins, Ana (2010): *International systems, Mechanisms and Organisations of Civil Protection*. ANPC, Lisboa.

RELEVANT TRAINING

Crisis Communication (German federal Academy of Civil protection, 2005)
Risk Communication (French School of Civil protection, 2008)
Digital Journalism (Portuguese School of Journalism, 2010)
Media Training (Portuguese School of Journalism, 2010)
Photojournalism (Center of Journalism Training, 2012)
Visual Storytelling (Altura Publishing, distance learning)
Digital Marketing (Setúbal Polytechnic School and Google Portugal)
Adobe Design Suit (Photoshop and Indesign, NHK).

REFERENCES

Mr. Francisco Teixeira
Head of the Communication and Environmental Citizenship Department
Portuguese Environment Agency (APA)
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Ms. Cristina Jacinto
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