



## Ricardo Guilherme de Miranda Marques

**Date of birth:** 22/05/1989 | **Nationality:** Portuguese | **Gender:** Male |

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**Address:** Almada, Portugal (Home)

### ● ABOUT ME

Highly motivated professional with a unique blend of Psychology and Management expertise, fostering effective communication and human relations in organizational settings. Goal-oriented and tech-savvy, adept at maximizing performance and streamlining processes. Known for delivering tailored solutions and surpassing expectations. Rapid learner committed to achieving results.

### ● WORK EXPERIENCE

02/11/2022 – CURRENT Portugal

**IT TALENT ACQUISITION SPECIALIST** AXIANSEU - DIGITAL SOLUTIONS, S.A. (AXIANS PORTUGAL)

- Orchestrate full-cycle recruitment initiatives for international IT teams catering to multiple European Institutions.
- Proficiently organize candidate information within Applicant Tracking Systems (ATS) and leverage LinkedIn Recruiter for strategic talent acquisition.
- Generate comprehensive reports detailing recruitment metrics, pivotal performance indicators, and project progress updates.
- Conduct market analysis to inform pricing strategies and business proposals.
- Provide strategic counsel to hiring managers, integrating data-driven approaches tailored to project requirements.

14/03/2022 – 28/10/2022 Portugal

**TALENT ACQUISITION TRAINEE** KELLY SERVICES - EMPRESA DE TRABALHO TEMPORÁRIO, UNIPESSOAL, LDA. (KELLY PORTUGAL)

- Managed the full-cycle recruitment process, from candidate sourcing to onboarding, for internal positions within the organization.
- Successfully streamlined recruitment projects through LinkedIn Recruiter projects.
- Prepared status reports, tracking candidate progress and metrics using data extracted from the ATS and LinkedIn Recruiter.
- Developed market research on competitors.

01/05/2019 – 30/06/2020 Portugal

**GUEST RELATIONS AGENT** NH HOTEL RALLYE PORTUGAL, UNIPESSOAL, LDA. (TIVOLI HOTELS AND RESORTS)

- Mastered customer relationship management, optimizing client interactions and enhancing satisfaction.
- Utilized the CRM system to automate communication processes, track customer preferences, and analyze data.
- Customized the CRM system, leading to ongoing enhancements in the service.

03/04/2017 – 30/04/2019 Portugal

**ASSOCIATE MANAGER** ISIDRO & ISIDRO, LDA.

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- Effectively managed daily operations and maintained meticulous oversight of daily accounting for financial accuracy and compliance.
- Diligently managed suppliers for top-quality services and products.
- Prioritized exemplary customer service, addressing client needs with professionalism.

02/02/2015 – 29/05/2015 Portugal

**RESEARCH TRAINEE** CENTRO DE INVESTIGAÇÃO E INTERVENÇÃO SOCIAL (CIS-ISCTE)

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- Assisted in academic research projects, actively participating in literature reviews and data collection, analysis, and interpretation.
- Developed critical research skills, including qualitative and quantitative analysis, academic writing, and research methodologies.

03/02/2014 – 30/05/2014 Portugal

**CONSUMER INTELLIGENCE TRAINEE** UPPARTNER - COMUNICAÇÃO DE MARKETING S.A.

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- Contributed to market research projects, including data analysis and reporting.
- Collected market trends and prepared presentations for the Account Managers.

## ● **EDUCATION AND TRAINING**

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2024 Portugal

**SPECIALIZATION COURSE IN DIGITAL TRANSFORMATION MANAGEMENT** Iscte Meta Digital

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- 6 ECTS.
- Final Project: CUF Hospitals – Digital Transformation Case Study.

2023 Portugal

**MASTER OF SCIENCE IN BUSINESS ADMINISTRATION** Iscte Business School

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- EQF Level 7.
- Ethics and Sustainability in Business Program - International Summer School at KEDGE Business School, Marseille (8 ECTS).
- Final Project (Dissertation): Relationship between Technostress, Burnout and Presenteeism: the moderating effect of Leadership.

2021 Portugal

**MASTER OF SCIENCE IN SOCIAL AND ORGANIZATIONAL PSYCHOLOGY** Iscte-IUL

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- EQF Level 7.
- Final Project (Dissertation): Work-Life Balance and its relationship with job demands in the pandemic context.

2021 Portugal

**EXECUTIVE MASTER IN BUSINESS MANAGEMENT** Iscte Executive Education

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2013 Portugal

**BACHELOR OF SCIENCE IN PSYCHOLOGY** Iscte-IUL

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- EQF Level 6.
- Erasmus Exchange Program at LUMSA, Rome.

## ● **LANGUAGE SKILLS**

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Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
SPANISH	B2	B2	B2	B2	B1
FRENCH	A2	A2	A2	A2	A2

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

● **DIGITAL SKILLS**

Microsoft Office | Project Management Tools (MS Project, Open Project, Project Libre,...) | Multiple Applicant Tracking Systems (ATS) | Experience in ERP and CRM systems (Salesforce, Hubspot, Odoo, Vtiger, etc...) | Data Gathering, Data Processing, Data Visualization, Data Analysis

● **DRIVING LICENCE**

Driving Licence: B