

Cláudio Costa



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mobile / skype (+351) 91 942 11 81 / claudismo
date/place of birth 21.06.1985, V. N. de Famalicão (Portugal)
language skills fluent in Portuguese/English; reasonable knowledge of Spanish/French

brief summary informatics engineer oriented to the hospitality and tourism industries
desired position commercial dep.: e-commerce, revenue & yield responsible; and/or front-office: receptionist
availability immediate for 4 or 5 star hotels or hotel chains, located in major European cities

Professional Experience

- date** November 2010 – September 2011
employer Hotel Velamar (Albufeira, Portugal) | www.velamarhotel.net **hospitality**
position Hotel E-Commerce & IT Manager
description E-Commerce: management of the sales channels (incl. yield & revenue analysis) and online presence (promoting and monitoring social networks and website); **IT Management**: network and server administration and configuration, 1st line helpdesk support and development of the hotel's intranet; **Front-office**: reception desk, bar and night audit support.
- date** September 2009 – October 2010
employer GMS Consulting (Lisbon, Portugal) www.gms.pt **consulting**
position Technology and business consultant
description Analysis, development, implementation and management of international technological projects, mainly in the telecommunications, public administration and banking fields; Analysis of client processes and implementation of custom solutions using Oracle and Microsoft technologies for business intelligence, database and web development solutions.
- date** March 2009 – July 2009
employer INESC Porto (Porto, Portugal) | www.inescporto.pt **research & development**
position Researcher (Intern)
description Final project and thesis titled "Social Software for Music", in cooperation with INESC Porto, Palco Principal and FEUP. Research in the fields of social networks and software for music, recommendation systems, data mining and information management.
- date** May 2006 - August 2007
employer JuniFEUP (Oporto, Portugal) | www.junifeup.pt **junior enterprise**
position Director of the Image and Communication Department
description Direction of the Department: design and implementation of the company's marketing and communication strategies; Organization and coordination of the company's presence in several national/international events. Direct support and report to vice-president.

Education and Training

- date/school** February 2010 – January 2011 | ESHTe - School of Hospitality and Tourism of Estoril & EGE Atlantic Business School / UCP - Portuguese Catholic University (Estoril, Portugal); course certified by Ecole Hôtelière de Lausanne (EHL)
degree Executive Master in Hotel Management (350h) **grade 16 out of 20**
skills Revenue & Yield management, Hotel Operations management, Marketing, Corporate Finance, Strategy & Accounting, e-Business, Project Planning & Analysis, People Management, Legislation, Economics, Touristic Markets and Trends.
- date/school** September 2003 – March 2010 | Faculty of Engineering (FEUP), University of Porto (Porto, Portugal)
degree Master on Informatics Engineering and Computing **grade 15 (thesis 17) out of 20**
skills Software Engineering, Project Management, Strategic Management, Information Systems, DB Design and Programming.
- date/school** September 2008 – May 2009 | ISMAI - Instituto Superior da Maia & TecMaia (Maia, Portugal)
degree Entrepreneurship training (200h), under the PRÉMIO Project (www.premio-project.eu)
skills Creation of a business idea, development of its business plan and sales pitch to a group of venture capitalists.
- date/school** September 2007 – June 2008 | Ghent University (Ghent, Belgium)
degree Exchange student, under the ERASMUS programme
skills Business Skills, Human Resource Management, Entrepreneurship, Organizational Psychology, Marketing, Information Management.

Events and conferences attended

date/event/organizer	March 2011 – Yield e Revenue Management course th2 consulting
location/topic	Lisbon, Portugal Training in Hotel Yield e Revenue Management (24h)
date/event/organizer	February 2011 – Seminários MarketingTecnológico.com AHETA
location/topic	Albufeira, Portugal <i>Marketing digital no turismo</i> (Digital marketing in tourism)
date/event/organizer	January 2011 – ENTER 2011 IFITT (International Federation for IT and Travel & Tourism)
location/topic	Innsbruck, Austria eTourism: Present and Future Interaction
date/event/organizer	November 2010 – Hotels 2.0 Pensar Online Hotel Distribution Management & ED Consulting
location/topic	Lisbon, Portugal <i>A psicologia das redes sociais no turismo</i> (The psychology of social networks in tourism)

Personal Skills

Good **communication** and **adaptation** skills, due to the experience acquired on the several international organizations and the **one year study period in Belgium**, under the ERASMUS programme. **Open** and **internationally minded**.

Competitive, **ambitious** and **demanding**. Has a high sense of **responsibility**, as well as **self-motivation** and **self-critic capabilities**. **Leadership** and **team working skills**, acquired through the academic and professional course, due to the several projects and ventures embraced and the strong involvement in academic organizations, of which:

date / organization	March 2008 - March 2010 Erasmus Student Network Portugal (www.esnportugal.org)
role/tasks	National Representative Bridge the communication between local and international levels of the organization (with over 12.000 members), supervise and coordinate the 5 Portuguese sections, international representation
date / organization	September 2006 – September 2007 Erasmus Student Network Porto (www.esnporto.org)
role/tasks	President Direct coordination of 15-30 volunteers in close cooperation with the University's International Relations Office in welcoming over 700 foreign exchange students by organizing cultural and academic activities

Also involved in **other volunteer organizations**, such as:

- BEST Porto – Board of European Students of Technology, an European association of technology students
- CEDUP – Entrepreneurship Club of Porto University, a platform to promote and stimulate entrepreneurship within the academia
- ESN Gent/Belgium – Also got involved with the local section of Erasmus Student Network while studying abroad in Belgium
- TEUP – the faculty's "Tuna", a group of engineering students aimed to promote the traditional music and academic lifestyle

Language Skills

Portuguese	Mother tongue.
English	C1 level ; 8 years in public school and 3 years in private school, by the English Centre of Famalicão.
Spanish	B2 level ; 60h language course by Instituto Cervantes (2006).
French	B1 level ; 2 years in public school; 60h intensive language course by Literature Faculty of U.Porto (2011).
Italian	A1 level ; Self-taught and practice for a whole month in Italy (2008).
Dutch (Belgium)	A1 level ; 60h language course by the Ghent University Language Centre (2007).

Technical Skills

programming langs	Advanced knowledge of ASP.NET, C/C++, C#, Java, SQL/PL-SQL/MySQL, XML, HTML Basic knowledge of JavaScript, PASCAL, Prolog, PHP, CSS
dev. environments	Microsoft Visual Studio .NET, Oracle APEX, Outsystems, Eclipse, NetBeans
databases	Microsoft SQL Server, MySQL, PostgreSQL, Oracle DB, Oracle BI
office suite	Microsoft Office (Excel, Outlook, Powerpoint, Project, Publisher, Visio, Word), OpenOffice.org (Base, Calc, Writer)
operating systems	Microsoft Windows; Linux (Ubuntu)
software engineering	Software and Requirements Eng., Software Quality, Modulation (UML)

Additional Info

driving licence	European, B/B1 category, obtained in January 2008
awards	Academic award from Camilo Castelo Branco secondary school – best graduate student on the technologic course of Informatics academic year 2002/2003 (17 out of 20); Finalist of the XVIII National Portuguese Mathematics Olympiad, A category in 2000
arts	Attended a music conservatory for 5 years, having learned music theory and classic guitar; co-author of a weekly radio program at the faculty's student radio
sports	Practiced (being officially inscribed) tennis for 4 years and football for over 1 year; Enjoys running and cycling, having completed a solo 3-week, 1300km bicycle trip around Portugal in 2010
civil/military situation	Single, without children; Military situation resolved
travel	Has visited over 25 sovereign states; plans to visit all continents in the globe, including Antarctica
other interests	Fractal geometry, radio, music, cinema, literature, egyptology, astronomy, philosophy, surrealism, ice-creams