

Rafael William Silva Marcos



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Education

May/2021 – Nov/2022

Vocational Education

Certificate in Massage Therapy – Senac Campinas

Feb/2008 – Feb/2010

Higher Education

Computer Networking Management - Universidade Paulista

Professional Experience

May/2021 – Ongoing

Massage Therapist - Self-employed

RM Massoterapia – Taubaté/SP

Activities: Apply the necessary massage techniques for the client's treatment (relaxing massage, therapeutic massage, lymphatic drainage, sculpting massage); ensure the cleanliness and hygiene of the workspace and the equipments; purchase materials and control inventory; create, maintain, and promote the company and the services offered through social media (Facebook, Instagram, and YouTube) and through the Google My Business platform and Google Ads.

Set/2019 – Oct/2022

Social Media and Marketing Coordinator - Freelancer

Instituto Águia Terapia Holística – Taboão da Serra/SP

Activities: creating and managing social media content, interacting with costumers via social medias, creating and managing website and blog;

Mar/2016 – Jul/2018

Administrative Assistant / Office Coordinator

Floripark Empreendimentos e Serviços Ltda – Campinas/SP

Activities: analysing customer complaints regarding the delivery of electricity bills and other correspondences; analyse the conduct of the employees while performing the service and taking administrative/disciplinary actions when necessary; analyse performance graphics and plan actions based on the analysis. download, analyse and respond to service orders generated by CPFL (electricity company);

Out/2014 – May/2015

Sales Consultant

Egali Intercâmbio Ltda – Campinas/SP

Activities: study abroad programs, flight tickets and travel insurance sales; customer service support (e-mail, telephone and office); trade actions (universities, schools and fairs); achieve established goals; identify customers profile to present the best service options and destinations; administrative routines (purchases of materials for the office, scanning of documents).

Mar/2014 – Oct/2014

Administrative Assistant

Floripark Empreendimentos e Serviços Ltda – Campinas/SP

Activities: analysing customer complaints regarding the delivery of electricity bills and other correspondences; helping Human Resources in their daily tasks such as digitalizing documents, etc.

Mar/2010 – Dec/2011

Computer Instructor

Centro de Assistência Social Copiosa Redenção – Campinas/SP

Activities: teaching children, youths and adults how to use the basics computing tools such as: Windows, Microsoft Word, Excel, Internet (e-mail, download, etc.).

Languages Skills and Technology

- English – Advanced (ECM College) Mar - Set/2012 – Dublin, Ireland
- Spanish – Beginner
- Portuguese – Native

Extra Activities

Jul – Set/2016

Volunteer - Rio 2016 Olympic and Paralympic Games

Archery - Acting in several areas of the event: Equipment, technology, protocols and support to athletes, delegations, referees and organizing committee.

Feb – Nov/2012

Living Abroad Program - Dublin, Ireland

English Course – Studied English at ECM College for 6 months in Dublin. Also travelled to some other countries in Europe.

References available upon request.