



**Luís Martinho
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Gender: Male

Contact

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ABOUT MYSELF

Undergraduate student in Computer Graphics and Multimedia Engineering at the Polytechnic Institute of Viana do Castelo. A dedicated and proactive professional with a background in IT maintenance, small appliance repair, technical support, and customer service. I am looking to further develop my technical and interpersonal skills while making a positive impact on the team and driving the organization's goals forward.

EDUCATION & TRAINING

● **18/09/2023 - CURRENT** Viana do Castelo, Portugal

● **Computer Graphics and Multimedia Engineering** Polytechnic Institute of Viana do Castelo

Level in EQF: EQF level 7

● **14/09/2020 - 20/07/2023** Viana do Castelo, Portugal

● **Information Systems Technologies and Programming** Polytechnic Institute of Viana do Castelo

Level in EQF: EQF level 6

● **15/09/2017 - 13/06/2020** Póvoa de Lanhoso, Portugal

● **Computer Hardware Installation and Maintenance** Póvoa de Lanhoso Secondary School

Level in EQF: EQF level 5

WORK EXPERIENCE

● **Worten, Estação Viana** Viana do Castelo, Portugal

IT Troubleshooting Specialist

11/03/2024 - Current

- Direct customer support
- Technical troubleshooting (ou *Technical problem solving*)
- Equipment maintenance and configuration
- Efficient and attentive customer service

● **Doce Convívio** Póvoa de Lanhoso, Portugal

Sales distributor

19/10/2020 - 18/10/2023

- Collaboration in a local bakery
- Responsibilities in the production and distribution of diversified products.
- Shifts with customer management focused on optimizing product sales.

● **Tecla Informática** Póvoa de Lanhoso, Portugal

Professional Intern

13/06/2022 - 31/08/2022

- Resolution of IT equipment problems
- Hardware maintenance
- Technical support to customers

● **Bar da Rola** Porto de Ave, Portugal

Seasonal Manager

20/04/2018 - 13/09/2020

- Optimized work schedules for operational efficiency.
- Customer service and support.
- Supervision of counter services and maintenance.
- Inventory management ensuring constant flow.

SKILLS

Machine Learning (AI, DL, CNN) | C, C++ C# | Programming (PHP Python JavaScript HTML5 CSS3 SCSSSASSLess) | Databases (MongoDB MySql PostgresSql) | Power Apps, Power Automate, Power Flow, Power BI | computer graphics

LANGUAGE SKILLS

MOTHER TONGUE(S): Portuguese

OTHER LANGUAGE(S):

English

Listening B2

Reading B2

Writing C1

Spoken production B2

Spoken interaction B1