



João Pedro S. Vicente

Date of birth: 8 Dec 2000 | **Nationality:** Portuguese | **Gender:** Male | **Phone number:** (+31) 0616739425 (Mobile) | **Email address:** work@frompedrosilva.nl | **Website:** <https://frompedrosilva.nl> | **LinkedIn:** [linkedin.com/in/joaopedrovicente/](https://www.linkedin.com/in/joaopedrovicente/) | **Address:** 3081 GM, Rotterdam, Netherlands (Home)

ABOUT ME

Graduated in Traffic Management, I am a versatile professional with proven expertise in logistics operations and customer service. Skilled in warehouse organization, international logistics flows, and problem-solving, I excel in fast-paced environments that demand precision, adaptability, and results-oriented execution.

With nearly five years as an emergency responder, I bring resilience, sound decision-making under pressure, and a proactive mindset. I am eager to contribute to dynamic teams where I can combine operational expertise with strong interpersonal skills.

WORK EXPERIENCE

WAREHOUSE TRAFFIC MANAGEMENT AND LOGISTICS ASSISTANCE – ARVATO BENELUX B.V. – Jan 2025 – Aug 2025 – PUTTERSHOEK, NETHERLANDS

- Coordinated warehouse operations, ensuring accurate stock handling and seamless logistics workflows.
- Supported international logistics processes with a focus on efficiency and timely execution.

TICKET SALES OPERATOR – RNE - REDE NACIONAL DE EXPRESSOS – Nov 2023 – Dec 2024 – REMOTE, PORTUGAL

Address: Pr. Marechal Humberto Delgado - Sete Rios 1500 Lisboa, Remote, Portugal

- Managed ticket sales operations while providing personalized assistance to passengers.
- Collaborated with the team to ensure consistent service quality and customer satisfaction.
- Resolved operational issues, improving the travel experience and streamlining workflows.

LOGISTIC OPERATOR – GXO LOGISTICS, INC – Mar 2024 – Nov 2024 – HEERLEN, NETHERLANDS

- Executed logistics operations with a strong focus on efficiency and meeting deadlines.
- Optimized daily workflows to support high-volume distribution and delivery accuracy.

BACKOFFICE OPERATOR (PRODUCTION/ISSUING AREA) – SUBWAY OF LISBON, E.P.E. – Feb 2023 – Mar 2024 – LISBON, PORTUGAL

Address: Laranjeiras Subway Station, Lisbon, Portugal

- Provided administrative support and managed the issuance of transportation-related documentation.
- Ensured compliance and accuracy in operational records and reporting.

LOGISTICS WAREHOUSE ASSISTANT – GENERAL LOGISTICS SYSTEMS NETHERLANDS – May 2022 – Jan 2023 – 'S-HERTOGENBOSCH, NETHERLANDS

- Supported logistics operations, maintaining precision and workflow optimization.
- Assisted in inventory control and coordinated with the logistics team to meet delivery targets.

CONDOMINIUM DOORMAN – ORANGE TARGET – Jan 2021 – Apr 2022 – LISBON, PORTUGAL

Address: Condomínio Av. Estados Unidos da América, 2, 1700-031, Lisbon, Portugal

- Monitored building access, provided reception support, and ensured security in residential complexes.

FIREFIGHTER & EMERGENCY AMBULANCE OPERATOR – HUMANITARIAN ASSOCIATION OF VOLUNTEER FIREFIGHTERS OF ALENQUER – Mar 2017 – Feb 2022 – LISBON, PORTUGAL

Address: Rua A - Quinta do Brandão, Alenquer, 2580-355 Paredes, Alenquer, Lisbon, Portugal

- Responded to emergencies with a focus on medical support and public safety.
- Completed ongoing training in BLS and emergency procedures to ensure operational readiness.

FUEL STATION OPERATOR – POLIOCOMBUSTIVEIS, LDA – Dec 2019 – Nov 2020 – LISBON, PORTUGAL

Address: E.N 1 Km 30,5 Ponte da Couraça, 2584-957 Carregado, Lisbon, Portugal

- Managed customer service and daily station operations, ensuring smooth and safe transactions.

EDUCATION AND TRAINING

Lisbon, Portugal

HIGH SCHOOL (12TH YEAR) Damião de Goes Secondary School

Address Av. Dr. Teófilo Carvalho dos Santos 12, 2580-355 Alenquer, Lisbon, Portugal

JAN 2025 – CURRENT Lisbon, Portugal

PROFESSIONAL QUALIFICATION IN TRAFFIC MANAGEMENT ANTRAM

AUG 2019 – CURRENT Lisbon, Portugal

PROFESSIONAL QUALIFICATION - "FIRST AID TECHNIQUES" INEM - National Institute of Medical Emergency

Address Rua Almirante Barroso, 36, 1000-013, Lisbon, Portugal

AUG 2019 – CURRENT Lisbon, Portugal

PROFESSIONAL QUALIFICATION - "BASIC SUPORT LIFE / AED" INEM - National Institute of Medical Emergency

Address Rua Almirante Barroso, 36, 1000-013, Lisbon, Portugal

LANGUAGE SKILLS

Mother tongue(s): **PORTUGUÊS**

Other language(s):

| | UNDERSTANDING | | SPEAKING | | WRITING |
|----------------|---------------|---------|-------------------|--------------------|---------|
| | Listening | Reading | Spoken production | Spoken interaction | |
| ENGLISH | B1 | B1 | B1 | B1 | B1 |
| SPANISH | B1 | B1 | B1 | B1 | B1 |

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

Kind Regards

Rotterdam , Dec 2025



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