

Curriculum Vitae

Executive Resume



Michael Faísca

Operations | Contact Center | Manager

Geoscience | GIS | Intelligent Transport

Systems | e-Commerce | e-Security

Sales Trainer | MBA



Tercena, Oeiras



mfaisca@gmail.com



(+351) 96 650 74 57



[linkedin.com/in/michaelfaisca](https://www.linkedin.com/in/michaelfaisca)

Education

- 2014 MBA in General Management**
Institute of Business Management
- 2007 Postgraduate in Geographical Information Systems**
Faculty of Science of the University of Lisbon
- 2006 Geographical Engineering**
Faculty of Science of the University of Lisbon

Major Professional Training

- 2015 Professional Trainer**
N.º F627593/2014
- 2013 Commercial Effectiveness**
- 2013 Advanced Contact Center Management**
- 2007 Advanced Sales Techniques**
- 2007 Diamond Sales Model**
- 2007 23rd Training Course in Professional Ethics and Deontology**

Professional History

- FUTURE BUSINESS ACADEMY** 06/2016 - PRESENT
Operations Manager & Trainer
- CONCENTRIX** 04/2018 – 07/2024
Team Manager
- LARDESONHO OEIRAS** 02/2016 – 02/2018
Commercial Director
- HAPPY WORK** 09/2014 – 08/2019
Head of Marketing and Sales Academy Coordinator
- TECMIC** 09/2011 – 08/2014
Business Area Manager (manager of 2 business areas)
- TALISMA** 01/2010 – 08/2011
Sales Consultant - CRM, ERP, SaaS, Business Intelligence, Process Management, Asset Management. Responsible for international business development.
- ESRI** 02/2009 – 12/2009
Business Manager for Waste Management and Product Manager for GPS and Tele Atlas solutions.

Languages:

Native in Portuguese, English, and Spanish

Skills:

Sales, Communication, Creativity, Planning, People Management, Adaptability, Communication, Vision, Decisiveness, Change management, Delegation, Influencing Skills

Volunteer work:

Chairman of the General Assembly - Grupo Recreativo de Tercena

Project lead Experience & Technical Support

For the past 6 years I've been doing the following:

- New Project and its setup aligned with Operations Director
- Responsible for all many markets: Netherlands, Germany, Belgium, France and United Kingdom
- Create, review and implement business procedures
- KPI's setup, generate and reporting analysis in various dimensions
- Monitor and analyze business activity results to implement necessary action plans
- Manager resource and production availability and its means
- Manage production incidents and corrective measures
- Manage reporting demands for Client, WBR and QBR
- Have daily and weekly meetings with client to align on short- and medium-term project needs
- Manage, motivate and gain team spirit and loyalty
- Brief the team on their performance and customer requirements aligned with company processes
- Ensure team growth in soft skills, via evaluating and defining development areas to support their growth
- Identify the training needs for all team members
- Manage absenteeism, and implement the necessary action plans

My Management Skills

- Interpersonal skills
- Effective communication and motivation
- Emotional intelligence
- Strategic Planning
- Positive working culture
- Goal achievable oriented - Organization and delegation
- Problem solving and decision making
- Mentoring

My Sales Skills

- Communication Skills
- Customer Relationship Management
- Negotiation
- Prospecting and Lead Generation
- Time Management
- Networking
- Sales Presentations
- Product Knowledge
- Closing Techniques

Business Development Experience

- IT Business development, analysis and prospection: CRM, ERP, SaaS, Business Intelligence, Process Management, Asset Management, GIS, Intelligent Transport Systems, Real-time tracking solutions, Contact Center solutions, in-house or BPO, for Central and Local Government + Private Sector (Banking, Contact Centers, Defense, Security and Civil Protection, Transport and Logistics, Local Government, Health, Engineering, Higher Education, Waste Management)
- Analyzed and assessed market trends and competitor activity to inform strategic planning and decision-making processes
- Conducted thorough market analysis to identify potential business opportunities, new leads, setting up meetings, e-mailings, follow-up's, technical demonstrations, ensuring the full sales funnel
- Identified and established key partnerships with C-suite executives and key stakeholders, expanding the company's market presence and driving a 25% growth in client acquisition
- Responsible for international business development
- Spearheaded the implementation of innovative sales strategies that resulted in a 30% increase in annual revenue.
- Developed and maintained strong relationships with high-level stakeholders, enhancing client satisfaction and loyalty by 90%.
- Led cross-functional teams to execute business development initiatives, resulting in a 20% improvement in operational efficiency
- Negotiated and closed high-value deals, contributing to a 35% increase in the company's profitability
- Mentored and coached junior team members, fostering a collaborative and high-performance work environment
- Collaborated with marketing teams to design and launch campaigns that boosted brand visibility and lead acquisition

Examples:

- Migration of the entire Central Information System (Control Center) and embedded systems on buses, of the Operation Support and Passenger Information System, CARRIS (greater Lisbon area)
- Implementation of CRM solution for management of preventive and corrective maintenance of equipment, National Mail Company (CTT)
- CRM solution implementation for equipment preventive and corrective maintenance management, Mota Engil
- CRM workflow improvement and system integration on pending processes, articulated with the Single Counter Service, Caixa Geral de Aposentações