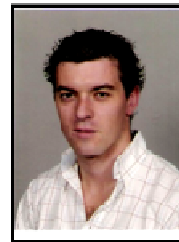


RESUME | June 2013

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FÉLIX, Carlos J. Lourenço | Tourism Higher Manager [2010 – present] | 30 years old

ADDRESS: Beco Chão da Loba n5, 9060-064 Funchal, Madeira - Portugal **CONTACTS:** c-felix@sapo.pt | +351 965438602

SUMMARY (Duties and current functions)

Assistance to travel and tour operators | Tourism Office management, inc. staff and system supervision | Promotion through strategies and advert campaigns | Publications and proofreading | Translations | Marketing plans and measurement | Events and meeting | Working plans according to the guidelines of the European Regional Development Fund (ESF) | Rural sustainability | Brand's manage and control;

MAJOR EXPERIENCE

Tourism Higher Manager @ Câmara Municipal de Cinfães (Local Government/City Council)

Cinfães, Portugal (www.cm-cinfaes.pt) | 2010 – Present

Support for the executive's decision-making | Tourism Office Manager (back / front office) | Coordinator at Serpa Pinto's Museum | Project Manager at ERDF proj. "Interactive Tourism store" | Project Manager at ERDF Plan "Management and safeguarding of Bestança's valley" | Application Partner at ERDF Proj. "Romanesque Route" - Tâmega (1st and 2nd phases) | Project Partner at ITC Rural Development Program: Villages of Portugal | Application Partner at European Charter for Sustainable Tourism: Montemuro, Arada and Galheira

Assign / National Representative @ Carpinvest Group Srl. (Company Brand & Corporate Security)

Carpì, Italy (www.carpinvestigazioni.it) | 2010 – Present

Brand protection | Manage opposition actions with direct responsibility for brand strategy | Support between brands and local authorities | Counterfeiting control | Translation and proofreading | Interpreter acts

Trainee @ Câmara Municipal do Cartaxo (Local Government/City Council)

Cartaxo, Portugal (www.cm-cartaxo.pt) | 2008 – October 2009

Monitor the regulations and laws | Process management | Local inspections | Proposals for efficient techniques | Quality organizer

EDUCATION

Post-Graduate in Destiny Management | University (www.eshte.pt)

Estoril Higher Institute for Tourism and Hotel Studies | Estoril - Cascais, Portugal | 2008 – July 2009 |

Define and apply methods and techniques of work susceptible to maximize the competitiveness of businesses and tourist destinations | Streamline the partnership between business and institutional agents | Evaluate the dynamics that influence the development of the tourism sector and the organizations that operates in it | Mastering the methods and techniques of resource inventory and assessment | Be able to analyze and stimulate the markets and tourist companies in optical innovation and competitiveness | Operate and market integrated tourist products.

Higher Education in Tourism Management | Higher Education (www.estgl.ipv.pt)

Lamego Higher Institute for Technology and Management | Viseu, Portugal | 2008 - July 2010

Proactive and technical interventions in tourism system | Development and functioning of companies and territorial structures | Perform, supervise and manage tasks in tourism companies | Plan and control management, marketing, commercial, business and quality departments in tourism companies and sectors

Higher education in Tourism Information | Higher Education (www.estgl.ipv.pt)

Lamego Higher Institute for Technology and Management | Viseu, Portugal | 2005 - July 2008

Arrange information and develop strategies to promote contents | Welcoming and escort groups of tourists, as well as to providing the correct information to tourism actors and operators.

Grand COURSES

Pedagogical Ability | Professional Certificate (www.estgl.ipv.pt)

Lamego Higher Institute for Technology and Management | Viseu, Portugal | September - November 2010

Local Inspection | Professional Certificate (www.cefa.pt)

Center for Local Administration Studies | Porto, Portugal | September 2006 - August 2007

Short COURSES

Professional Certificate in Hospitality Management | (www.th2.com.pt)

Management through goals | (www.cm-cinfaes.pt)

Processes management | (www.cm-cinfaes.pt)

Strategic planning | (www.cm-cinfaes.pt)

Media and institutional promotion | (www.cm-cinfaes.pt)

LANGUAGES

Portuguese (Native) | English (Professional working proficiency) | Spanish (Professional working proficiency) | French (Elementary proficiency)

SKILLS

Tourism Management; Brand Management & Protection; Booking Strategies; Marketing; Hospitality; Strategic Planning; E-Commerce; Revenue/Yield Management; Law and legal procedures; Education; Supervising tasks and processes

MAIN INTERESTS

Tourism | Branding | Hospitality | Proofreading | Marketing | Management & Economics | Investment | Administration

TRAVEL EXPERIENCES

Spain | Andorra | France | Switzerland | Germany | Netherlands | England | Ireland | Monaco | Italy | Madeira

ADDITIONAL INFO

Computing expertise (Windows, Ms Office, GDS, etc.) | Neither criminal registry nor tax debts.