



Vitorino Semedo Rocha

Date of birth: 16/11/1990

Nationality: Portuguese

Sex: Male

CONTACT

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europass

ABOUT MYSELF

I am a EASA certified Cabin Crew member, with 7 years experience in both short and long haul flights, with low cost, ACMI and full fare carrier.

I have operated a mix fleet narrow and wide body Airbus aircraft (A320 family 19/20/21 CEO) (A330 family 200/300/900neo) A340 family 300 and 500).

WORK EXPERIENCE

07/2019 – CURRENT Charleroi/Zaventem, Belgium

Cabin Crew Member Air Belgium

My responsibilities as part of the Cabin Crew team on a flight starts always with safety and security checks of my assigned working station/area.

- Check the catering loads;
- Check the general cleaning of the cabin;
- Assist customers during boarding and disembarking;
- Assist passengers with reduced mobility (including wheelchair passengers, impaired, deaf, blind etc)
- Assist Special Category Passengers (UM, INAD, DEPU);
- Do the inflight services;
- Offer duty free sales to passengers;
- Maintain constant presence in the cabin, offering to assist passengers with drinks, snacks or any other queries about the flight;

For medical emergencies we

- First Aid Care;
- Assistance to passengers with special needs (UM's, Wheelchair)

01/2018 – 11/2018 Lisbon, Portugal

Cabin Crew Member HiFly Arline

Being part of the Cabin Crew team, my main responsibility was the safety and security of all passengers and my fellow crew members. I carried out safety and security checks and my assigned work station/position as well as my designated working area in the aircraft.

In a service related matter we:

- Check and count the catering load (depending on the assigned working area);
- Check the general cleaning of the cabin;
- Assist customers during boarding and disembarking;
- Do the inflight service/s;
- In coordination with the rest of the crew, we ensure that the cabin is safe and the onboard conveniences are clean and presentable;
- Assist passengers who have questions regarding the flight;

When a medical emergency arises onboard:

- First Aid Care;
- Assistance to passengers with special needs (UM's, Wheelchair)

05/2017 – 01/2018 Paris, France

Cabin Crew Member Vueling Airlines

As part of the operating crew, I was primarily responsible for the security(no presence of any items other than the aircraft equipment) at my assigned working station/are for the day. When passengers arrive, ensure that I apply the correct operating procedures ensuring the safety of all the occupants of the aircraft.

In addition to the above, I had also to:

- Perform safety and security checks;
- Assist customers during boarding;
- Check catering loads for passenger and crew members;
- Perform in-flight sales/Service;
- Cross check with the Purser the summation of the onboard sales;



11/2016 – 05/2017 Lisbon, Portugal

Night auditor The Independente Collective

- Welcome guests in a warm and friendly way;
- Check guests in and out;
- Assist guests with information related to restaurants, city events, ticket booking;
- Benchmark and forecast competitor prices;
- Report daily income revenue and hotel daily log to Front Office Manager;
- Supervise and approve the preparation of room setting for special guests;

EDUCATION AND TRAINING

06/2015 – 11/2016 Lisbon, Portugal

Hotel Receptionist (High School Diploma) Double Certificate IEFP

My education path allowed me to develop into a professional hotel receptionist, able to work independently to the common goal of the front office team.

The subjects that contributed most for my transformation were:

- Service (communication skills);
- Spanish language applied for customer service;
- accommodation services (hotel) as a business;
- English language for front desk customer service and tourist information services;

- allocation of booking requests;
- management and booking procedures;
- culture, communication and media;

Address Rua José Dias Coelho Nº17 , 1300, Lisbon, Portugal | **Website** www.iefp.pt | **Field of study** Generic programmes and qualifications | **Final grade** 4 (0-5) | **Level in EQF** EQF level 4

LANGUAGE SKILLS

MOTHER TONGUE(S): Portuguese

Other language(s):

Spanish

Listening C2

Spoken production C2

Reading C2

Spoken interaction C2

Writing C2

French

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

English

Listening C2

Spoken production C2

Reading C2

Spoken interaction C2

Writing C2



Dutch

Listening B1

Spoken production B1

Reading B1

Spoken interaction B1

Writing B1

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

DIGITAL SKILLS

COMMUNICATION SKILLS

active listening | Crowd management

CABIN CREW SPECIFIC SKILLS

Handling Emergency Situation | Working under stressful deadlines

FRONT DESK AGENT SKILLS

Quick and effective decision making | After Sales Support | Follow up

IT/TECHNICAL SUPPORT AGENT SKILLS

advanced use of Microsoft Office | SLA Management | Network System Design

VOLUNTEERING

2004 – 2009 Seixal, Setubal, Portugal

Firefighter

I volunteered to my city's fire department. For 6 years I was an active member of the squad. I had constant trainings, refresher sessions, practical emergency response exercises etc.

As fire fighters in Portugal we work mainly in two divisions, healthcare and firefighting.

In healthcare I operated in an ambulance together with a paramedic and a driver and together we were trained to provide immediate life support until the arrival at a medical facility. This includes:

- cardiac arrest resuscitation;
- Contain and suppress bleedings (life threatening);
- administer oxygen;
- identify other life threatening conditions that require immediate medical intervention, such as heart attacks, stroke and sleeping apnea and ask for the doctor on site;

I was also trained to provide pre-hospital care this includes:

- examine life vitals (blood pressure,
- glycemia levels;
- oxygen saturation levels etc);

In firefighting we were trained to:

- firefighting urbanised areas and wildfires;
- search and rescue;
- in road accidents and in case of incarcerated victims, provide a safe access to the victims through use of the pneumatic high-precision scissors;
- In urban environments, provide access firefighting equipment in hard to reach spots (by using the external walls to get access to the fire, as long it is safe);

I was member of the band, I played Clarinet for 6 years.

As fire department we worked closely with our community. We developed several activities to engage community interaction with the fire department, to help members of the community.

Bellow I have attached the link to the video of the day I graduated from training.

Link <https://youtu.be/OAbiq2VWFxs?si=itlB4LtfHbW5RC9b>



HOBBIES AND INTERESTS

Volleyball

I like to play sports, more specifically I like volleyball. I am currently registered with an amateur sports team in Brussels where I play every week.

COMMUNICATION AND INTERPERSONAL SKILLS

Empathy, Assertiveness, Sympathy, Active Listening

My school path offered me several subjects/classes to develop my communication skills. I learned concepts that are very important to communicate efficiently.

Being empathic, caring, supportive, non judgemental, active listening are some of the techniques I can mention.

Throughout my career as Cabin Crew I have applied these techniques on a daily basis.