



# Ana Beatriz Pereira

Proactive and motivated English teacher with more than 6 years of experience dedicated to young learners and beginners, from one to one classes to small groups. Over the last 4 years I developed the ability to be diplomatic, personable, and adapt at managing sensitive situations. Very focused on engaging and inspiring students to achieve their ultimate potencial. Based on fundamental values, such as responsibility, commitment, empathy, teamwork, social and environmental respect, ethics, innovation, persistence and resilience.

## Contact

### Phone

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### Email

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### Address

Quinta do Bosque 132

Viseu, Portugal

## Education

2015 - 2020

### Bachelor of Laws

Universidade Federal do Pará

## Courses and Certificates

- **Level 5 168 h TEFL certificate**  
The Tefl Academy  
2023
- **PrivacyOps certificate**  
**Securiti**  
2022 - Ongoing
- **GDPR Data Protection Officer Skills**  
**University of Derby**  
2022 - Ongoing
- **Public Speaking Course**  
**Universidade Federal do Pará**  
2019
- **Vacation English Course**  
**Kaplan San Francisco**  
2015
- **EF Cambridge Course**  
**EF International Language Centers, Bristol**  
2012
- **Advanced Course in English**  
**Cultura Inglesa - Cambridge authorised Centre**  
2011

## SKILLS

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- Customer service, sales and negotiation
- Strong interpersonal skills and interest and capability of collaborating with different people
- Teaching English and Portuguese
- Work under pressure
- Law and technology knowledge
- Ability to exhibit composure, patience and confidence when facing difficult situations. Problem-solver and critical thinking skills
- Computer knowledge in the user's perspective / Microsoft Office / Social Networks / Windows in general

## Experience

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- **2016-Ongoing**  
**English Teacher**  
Planning and preparing course material, lesson plans and activities; Assessing the students' progress (e.g. homework, exam grades, etc.); Building trusting relationships with students, parents, and other staff; Teach students.
- **09/2015 - 07/2022**  
Idee Amazônia Ltda | Belém, Amazon  
**International Relations Officer**  
Customer Service; Team work; Translation support; Negotiate contracts with enterprise customers, vendors and providers; Negotiation; Contact management; Prioritise and follow up on critical leads.
- **04/2021 - 02/2022**  
Season Return | Sines and Lisboa, both in Portugal  
**Front Office Administrative Assistant and Commercial Manager**  
Dialogue with customers; Team work; Manage and create a contact database; Customer Service; Commercial Managing; Negotiation; Work under pressure with defined targets; Customer after-sales services; Manage sensitive situations in Customer Service
- **08/2020 - 01/2021**  
Viatel | Viseu, Portugal  
**Commercial Manager**  
Customer Service; Team work;. Negotiation. Manage and create a contact database; Time and priorities management; Work under pressure with defined targets; Manage sensitive situations in Customer Service.

## Languages

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- **English**  
Full professional working proficiency
- **Spanish**  
Professional work proficiency
- **Portuguese**  
Native