

# PEDRO ALBUQUERQUE

Local: Trofa - Portugal

Phone | Whatsapp: (+351) 916 851 661

Email: [pedro.santos.albuquerque@gmail.com](mailto:pedro.santos.albuquerque@gmail.com)

LinkedIn: [www.linkedin.com/in/pedrosantosalbuquerque](http://www.linkedin.com/in/pedrosantosalbuquerque)

Date of Birth: 19/01/1988 (35 years)

## EDUCATION:

- **HR Management Bachelor's Degree**, Porto Polytechnic, 2009;
- **Certified Trainer**, IEFP, 2009.

## LANGUAGES:

- **English:** Fluent (spoken and written);
- **Spanish:** Fluent (spoken and written).

## PROFESSIONAL EXPERIENCE:

- **HR Business Partner** at GLOBAL BLUE, from June 2023.
  - Responsible for all HR Management in the Portugal operation:
- **Senior Talent Acquisition** at VOLTALIA, from March to June 2023. (Temporary RPO from the company MULTIPESSOAL)
  - Senior Recruiter for different technical and specialized roles and positions, focused on International Recruitment for such geographies as UK, Spain, France and Portugal.
- **HR Generalist** at PROZIS (product development company, with 1000 employees in Portugal), from April 2022 to March 2023.
  - Strategic People Partner for the areas of Affiliate Management, Customer Experience, B2B and Partners, with transversal responsibilities in the employee lifecycle.
- **HR Business Partner** at SOFYNE ACTIVE TECHNOLOGY (multinational IT services provider, with 35 employees in Portugal), from September 2021 to March 2022.

- Responsible for all HR Management in the Portugal operation:
    - Recruitment & Selection;
    - Training and Career Development;
    - Budget and headcount management;
    - Payroll.
  - Responsible for Office Management.
- **HR Business Partner** at SHAMIR OPTICAL (multinational optical lenses manufacturer, with 300 employees in Portugal), from 2019 to 2021.
- Created all of the HR development processes and area; (e.g. Training Management, Internal Communication, Performance Management and Career Management)
  - Actively participated in all of the talent attraction and retention, including negotiation with external partners, contacting schools and universities and managing the temporary workers.
  - Defined all of the Training Management plan, budgeting and operationalization, establishing partnerships with external entities.
  - Created and implemented all of the Performance Management process, that generated significant gains regarding the continuous performance feedback and consequently in the workers` motivation.
  - Created a global career model, based on individual performance, in training and appraisal, having also defined the company`s salary policy.
- **HR Development Technician** at ECCO`LET (multinational shoe manufacturer, with 1300 in Portugal), from 2016 to 2018.
- Managed the development area processes, namely Training Management, Performance Management and Organizational Climate;
  - Operationalized the ECCO Talents project, from where the company`s Succession Plan was born;
  - Developed the Production Managers training project, that was composed of coaching, behavioral and technical training, having had as direct results, the improvement of the social climate and the diminishing of the absenteeism in the operational teams.
- **Human Resources Technician** at TRANSDEV (multinational transportation company, with 1900 employees in Portugal), from 2010 to 2015.
- Conducted all of the Payroll and its revision, for all of the group`s companies;
  - Managed all of the HR development processed in the company (e.g. Training Management, Recruitment & Selection, Job Descriptions and Succession Plan);
  - Participated in all of the payroll ERP migration process, having contributed in the parametrization, testing and implementation of the new software.