



## Cláudio José Alambre Coelho

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**Nationality**: Portuguese

### ORGANISATIONAL SKILLS

#### Organisational skills

Due to the professional experience acquired throughout my professional career, I consider myself a well-organized person, having acquired the necessary tools to make important choices and decisions and to prioritize matters that currently require more attention, thus rationalizing the necessary resources for the best resolution of the problem.

### COMMUNICATION AND INTERPERSONAL SKILLS

#### Communication and interpersonal skills

I have an excellent communication skills acquired by integrating and managing teams throughout my professional career. I am currently responsible for organizing and managing teams at the company where I work. Responsible for communication between the client and the company, marketing and sales department.

### WORK EXPERIENCE

#### *Casafari*

**City**: Portimão

[ 01/10/2023 – Current ]

#### **Product/Project Manager - ProppyTech**

- Collaborate with clients to define project requirements, objectives, and success criteria;
- Work closely with tech teams to translate client requirements into technical specification;
- Create detailed project plans, outlining tasks, milestones, and resource allocation;
- Define project scope, goals, and deliverables, ensuring alignment with client expectations;
- Facilitate communication between clients and development teams, addressing any technical queries or concerns;
- Product tree (Epic, Feature, US, Backlogs, Sprints);
- Scrum Agile Methodology (Dailys, Reviews, Retro, Plannings, etc.);
- Provide timely updates and status reports to clients and internal stakeholders, about project progress;
- Proactively identify bottlenecks and obstacles and implement strategies to keep projects on track;
- Review and validate work completed by development teams to ensure it meets project specifications;
- Conduct thorough quality assurance checks to guarantee the accuracy and functionality of CRM implementations.

**Skills:** Agile methodologies · Project Management · Product Management · Scrum · Software project management · Software product management · Azure DevOps · Product Requirements · Product Life Cycle

## ***Freelance***

[ 01/2019 – Current ] **TravelTech Consultant & Product Specialist**

Skilled consultant and product specialist with strong expertise in digital transformation within the tourism sector, particularly in the development and integration of technology solutions for tour operators, booking platforms, and online travel agencies (OTAs).

Key Responsibilities and Achievements:

- Designed and implemented B2B and B2C booking engines, integrating with leading OTAs (GetYourGuide, Viator, etc.).

- Provided technical consultancy for the integration of third-party APIs and the development of custom online booking platforms, including real-time availability and pricing management.

- Led digital transformation projects for tourism operators across the Algarve and other regions, promoting the use of channel managers, activity management platforms, and CRM tools.

- Developed digital products with a strong focus on UX/UI, performance, and cross-platform accessibility, including payment gateway, invoicing integrations and booking engine solutions.

Supported and established businesses in defining product roadmaps, performing technology benchmarking, and selecting strategic partners.

Technologies & Tools:

Flask, Django, JavaScript, PostgreSQL, RESTful APIs, OTA XML/JSON integrations, Stripe, custom CMS/CRM platforms, among others.

## ***Portitours Group - Portitours & Mares Maravilhosos***

**City:** Portimão

[ 01/2023 – Current ] **IT Manager**

- Implementation and maintenance of computer systems, networks and software;
- Software Engineering focused on the operation of the company;
- Implementation of computer systems, networks and applications to manage the organization's operations;
- Project and Product Management.

**Skills:** JavaScript · Python · HTML · CSS · Flask · PostgreSQL · Project Management · Teams management

[www.portitours.pt](http://www.portitours.pt)

www.opheliacatamaran.pt

## **Grupo Portitours - Portitours & Mares Maravilhosos**

**City:** Portimão

[ 15/09/2020 – 02/2023 ] **Project Manager - TravelTech**

- **Project Manager:** planning, directing, and coordinating technology projects and teams;
- **Web & Software Development:** Booking Engines and OTA's (TravelTech);
- **Digital Marketing Manager.**

www.portitours.pt

www.opheliacatamaran.pt

**Pearl Boats Lda**    [www.pearl-boats.pt](http://www.pearl-boats.pt)

**City:** Portimão

### **Project Manager**

Pearl Boats Lda - Quality vessels Construction - Powerboats Company

- **Web Development:** Websites & Booking Engine implementation;
- **Digital Marketing manager:**
- **Digital Project Manager:** planning, directing, and coordinating technology projects.
- **Teams management:** training and teams management.

**Royal Nautic**    [www.royalnautic.pt](http://www.royalnautic.pt)

**City:** Portimão | **Country:** Portugal

[ 07/03/2019 – 30/08/2020 ] **Manager**

- **Operational Management:** leading the land and sea teams, and logistics;
- **Digital Project Manager:** planning, directing, and coordinating technology projects and teams. Web design, Booking Engines and OTA's ( OTA - Online Travel Agency);
- **Sales and Marketing:** Digital Marketing Management;
- **Human Resources:** training and teams management.

### **WazaSystems**

[ 12/2018 ] **Software developer**

Responsible for the designing and development of web applications and software projects in Python with Flask and Django frameworks. Proficient in managing full-stack web application projects, product development from concept through launch and iteration.

#### **Skills:**

- **Python:** Strong knowledge of Python programming for backend logic.
- **Flask & Django:** Experience with Python web frameworks to build scalable and secure web apps.
- **Databases:** Proficient in relational databases like SQLite, MySQL, and PostgreSQL, with skills in data modeling, schema design and querying.
- **Frontend Technologies:** Skilled in Bootstrap, JQuery, HTML5, CSS, and JavaScript for crafting dynamic and responsive web interfaces.
- **APIs:** Knowledge of building and consuming RESTful APIs for integration and data exchange.
- **Version Control:** Familiar with Git for source code management.

- **WordPress:** Developing and customizing WordPress websites, including theme customization, plugin integration, and optimizing performance.
- **Testing:** Experience in unit and integration testing to ensure high-quality code.
- **Product Management:** Knowledge of product management processes, from ideation to launch, ensuring alignment with business goals.
- **Prototyping:** Ability to create prototypes and wireframes to visualize and iterate on product ideas.
- **Product Lifecycle:** Understanding of the full product lifecycle, from concept to deployment and ongoing maintenance.
- **Scrum Agile Methodologies:** Dailys, Reviews, Retro, Plannings, etc.
- **Requirements Gathering:** Skilled in collaborating with stakeholders to gather and define project requirements.
- **Stakeholder Management:** Experience in working closely with stakeholders to ensure product objectives and user needs are met.
- **Launching Products:** Expertise in coordinating product launches, ensuring smooth deployment and post-launch support.

www.wazasystems.com

**Timeless Moments** <https://www.timelessmoments.pt/>

**City:** Vilamoura | **Country:** Portugal

[ 03/2018 – 10/2018 ] **Skipper**

- Yacht Skipper.

**Islands 4 You** <https://www.islands4you.pt>

**City:** Faro | **Country:** Portugal

[ 2015 – 2018 ] **Skipper**

- Skipper
- Sales

**Vilamoura Chauffeurs** <http://www.vilamoura-chauffeurs.com/>

**City:** Vilamoura | **Country:** Portugal

[ 03/2016 – 10/2016 ] **Turism Driver**

- Turism driver.

**Vigiquinta ( Quinta do Lago)** <https://www.quintadolago.com/pt/servicos-do-resort/seguranca/>

**City:** Quinta do Lago | **Country:** Portugal

[ 2013 – 2016 ] **Security Response Team**

- Surveillance and protect people and goods in places where access is prohibited or restricted to the public;
- Intrusion response;
- Security monitoring.

**Hotel Conrad** <https://www.hilton.com/en/hotels/faoapci-conrad-algarve/>

**City:** Quinta do Lago | **Country:** Portugal

[ 01/04/2012 – 2014 ] **Chief Security Officer**

- Operate Electronic Surveillance Systems (CCTV) and ensure the security of the Hotel's facilities and staff, as well as customers.
- Teams management.

**Statur - Exquisite Chauffeur Services** <http://www.exquisite.statur.com/>

**City:** Faro | **Country:** Portugal

[ 31/07/2010 – 30/07/2011 ] **Executive Chauffeur**

- Chauffeur luxury services to VIP clients;
- Teams management;
- Customer service.

**Esegur SA**

**City:** Algarve | **Country:** Portugal

[ 06/2008 – 24/07/2010 ] **Security Officer - Transportation of Values**

- Transport and security of banknotes, coins, securities and other valuables assets.

**Blue Security Serviços de Segurança Privada SA**

**City:** Quarteira | **Country:** Portugal

**Hotel Vilasol Golf Resort & Spa (Vigilante)**

- Operate Electronic Surveillance Systems (CCTV) and ensure the security of the Hotel's facilities and staff, as well as customers.

**Portuguese Navy**

**City:** Lisboa | **Country:** Portugal

[ 15/09/2003 – 11/02/2007 ] **Navy Special Forces**

- Ensuring the security of military and government infrastructure;
- Participate in amphibious assault, reconnaissance/intelligence actions;
- Navy Police;
- Protect Maritime Communication lines;
- Guarantee the security of the National territory and Maritime Security;
- Ensuring the safety of merchant ships and vessels, both in ports and at sea;
- Maritime defense of ports.

## EDUCATION AND TRAINING

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[ 09/2021 ] **Computer Science - IT Engineering Bachelor's Degree**

**ISMAT - Instituto Superior Manuel Teixeira Gomes** <https://www.ismat.pt/>

**City:** Portimão | **Country:** Portugal | **Field(s) of study:** Information and Communication Technologies: • *Software and applications development and analysis* • *Database and network design and administration* | **Final grade:** 16

[ 2024 – 2025 ] **Cybersecurity Postgraduate Degree**

**UALG - Universidade do Algarve** <https://www.ualg.pt/en/curso/1938/plano>

**City:** Faro | **Field(s) of study:** Information and Communication Technologies  
Faculty of Sciences and Technology | Academic Year 2024/2025

This postgraduate program focuses on equipping professionals from technological fields with advanced skills in implementing cybersecurity within organizations. The curriculum emphasizes practical applications while grounding students in theoretical and sociological aspects of cybersecurity.

Core Topics Covered:

Access and Identity Management Systems  
Computer Networks, Wireless, and Mobile Security  
Modern Cryptography  
Vulnerability, Identification, Analysis, and Exploration  
Computer Systems Forensic Analysis  
Cyber Governance, Risk Management, Standards, and Compliance  
Cybersecurity Evaluation, Penetration Tests, and Audit  
Systems Administration Cybersecurity

A comprehensive program designed to tackle real-world challenges and secure modern digital infrastructures.

[ 07/2020 – 07/2021 ] **Management Degree (1º year)**

**Universidade do Algarve - ESGHT** [www.ualg.pt](http://www.ualg.pt)

[ 26/07/2012 ] **Certificate in Communication, Customer Service and Conflict Management**  
**CONPRO - Consultadoria e Projectos LDA**

- Communication
- Customer Service
- Conflict Management

[ 26/04/2020 ] **Digital Marketing Course**

**USP - Universidade de São Paulo** <https://pt.coursera.org/>

| **NQF Level:** Curso online

Difference between Marketing and Digital Marketing

Importance of ROI and how to calculate it

Funnel introduction

Google Analytics

Google Adwords

Channel types

SEM

SEO

Facebook Ads

Email Marketing

Configuring and planning campaigns

AB Tests

Strategy Metering and interaction

## SKILLS

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Python (Nível Acadêmico) | HTML , CSS e JavaScript | SQL (PostgreSQL, MySQL, SQL Server) | LINGUAGEM C | Git | Python | Linux | Programação em Java, Python, SQL, C, HTML, JavaScript, Assembly | Team Management / Team Work | Project Manager | Product Manager | Development Methodologies: Scrum, Kanban | Azure, Azure DevOps | IoT Applications (Arduino, Raspberry Pie) | Software Development and Software Engineering | Machine Learning | Frameworks: Django, Flask | Cisco Networks | Certificação Cybersecurity | PenTesting | Vulnerability Assessment | OPENVAS | IT Security Risk Management | Active Directory | Systems Administration | Computer Network & Network Security | Cryptography | Linux (Red Hat, Debian) | Ethical Hacking

## LANGUAGE SKILLS

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**Mother tongue(s):** Português

**Other language(s):**

**Inglês**

**LISTENING C2 READING C2 WRITING C2**

**SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2**

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