

Sofia Martins

Career Change

Lisbon, Portugal

PROFILE

Customer-service team leader transitioning into project coordination, bringing six years of experience organising workloads, improving processes, reporting results and coordinating people across busy service operations.

EXPERIENCE

Customer Service Team Leader

2021 - Present

CityLink Services

- Coordinated daily priorities for a 10-person team and reported service risks to operations managers.
- Led the rollout of a revised escalation process and created simple training materials.
- Tracked service trends in Excel and presented monthly improvement actions.

Project Coordination Certificate

2025

Online professional programme

- Built a sample project plan, risk register and stakeholder update for a realistic delivery scenario.

SKILLS

Transferable skills | Stakeholder communication | Problem solving | Organisation | Digital tools | Learning agility
| Customer insight | Process improvement

EDUCATION

Certificate in Project Coordination · BA Communication