

Diogo Amaral

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PROFESSIONAL EXPERIENCE

NBAscensores; Lisbon (Portugal) *September 2022 – Present*

- Provided management support to modernize the company structure, scaling operations from 200 to 800 clients;
- ISO:9001 Quality Monitor, successfully conducted audits with zero non-conformities while modernizing company templates;
- Shortened the job management lifecycle by 30 days, enhancing operational efficiency and client satisfaction;
- Shortened job management lifecycle by an average of 30 days.

InterAgency Institute - Remote *May 2022 – January 2025*

- Designed and managed WordPress websites.
- Authored policy briefs on global topics.

AAUL(Student's Association) - Lisbon, Portugal *November 2022 – January 2025*

- Led the communication team for the student journal;
- Produced website and social media content and revised editorial pieces.

Volunteer Ambassador Faculty of Letters, University of Lisbon - Lisbon, 2017 – 2019

- Presented university programs to prospective students.
- Guided and advised new students during campus visits.

EDUCATION

Bachelor's Degree in Diplomacy and International Relations Universidade Lusófona de Humanidades e Tecnologias - Lisbon, Portugal *October 2021 – 2023 GPA 17/20*

Undergraduate Degree in Arts and Humanities Faculty of Letters, University of Lisbon - Lisbon, Portugal *August 2017 – September 2020 GPA 15/20*

- **Major:** Asian Studies
- **Minors:** History, Communication, and Culture

SKILLS & INTERESTS

Interests: Consultancy, Business models, Artificial Intelligence, Traveling, Language learning, Camping,

Languages: Native Portuguese; English (C.2); French (B.2); Spanish(Intermediate);Japanese (JLPTN5)

Technical: Digital Marketing (Google), Conflict Resolution Course, Event Organization and Moderation, Microsoft Office Suit, Customer Service Excellence, WordPress Web Development