



Rodrigo Borges

Property manager

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Languages

French (Native)

Luxembourgish (Work Proficiency)

English (Native)

Portuguese (Native)

Spanish (Work Proficiency)

About

Experienced retail professional fluent in six languages, with a strong background in customer service and stock control. I excel at creating positive shopping experiences and adapting to various environments including high street and luxury stores.

BRANDS WORKED WITH

Flipper's Roller Boogie Palace

Allendale Avenue

MutekiBatch

zapp

gorillas

Netflix

Experience



● TEAM SUPERVISOR

Flipper's Roller Boogie Palace | Oct 2022 - Mar 2024

- Hospitality Course
- Trained staff in customer service techniques, skate organisations and cleaning Supervised daily operations of skate hire, Rink operations and floor management.
- Managed effective flow of customers in busy Rink and skate hire.
- Planned employee workloads and delegated tasks strategically to meet fluctuations during each day.
- Closely monitored team performance by conducting observations, identifying and managing underachievers appropriately and identifying strengths/weaknesses
- Trained and supervised the team's rollerskating ability to maintain safety in the rink Oversaw stock control to maintain sufficient inventory levels and minimise waste.
- Developed open and professional relationships with team members to facilitate effective issue resolution. Delivered quality service with friendly and professional demeanour.
- Assisted with team recruitment, interviewing and onboarding.
- Evaluated team performance and provided constructive feedback to improve daily goal achievement.



● BICYCLE COURIER

Gorillas | Mar 2022 - Sep 2022

- This includes Ryde.
- Within my job roles I had to deliver the customer's groceries in 10 minutes
 - If there were no orders, I would be supporting the team in the warehouse
 - Ensuring that the correct items are delivered to the right customers
 - Maintenance and organisation of delivery vehicle
 - Following traffic rules and regulations to ensure safe and efficient delivery
 - Great customer service and greeted customers with cordial attitude in effort to build positives relationships.



● RIDER

zappit.gr | Jun 2021 - Feb 2022

- Similar to Zapp & Ryde
- Regularly communicated with dispatch department to provide delivery updates and receive instructions for new deliveries.
 - Delivered high volumes of goods within allotted timeframes using local knowledge to navigate fastest routes.

● PROPERTY MANAGER

Allendale Avenue | Aug 2020 - Apr 2021

- The job entailed me to organise shoots, reces and emails for the property which required availability, good organisational skills and great communication I had to work with big brand companies and manage shoots with them.

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- Reviewed inventory reports and negotiated proposed deposit deductions with both landlord and tenant.
- Communicated with clients, landlords and Shootfactory to offer exceptional service in managing upcoming shoots.
- Assisted in creating sales and marketing strategy through reces to engage and attract customers.
- Arranged and carried out property inspections before and after shoots to prepare a report of findings for landlord. Arranged property repairs, obtaining quotes from contractors for maintenance issues.

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● CHILD CARER

| Jan 2014 - Now

On request

- Organised and transported children to school three days a week, including preparing them for school trips and events. Assisted children complete homework nightly, working with children 2yrs -14yrs old.
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- Organised creative and fun outings for children over the weekend and accompanied them on play dates with friends.
- Looked after children with varying physical disabilities at Mapledown
- Expertly handled problem behaviour by calming children and redirecting their behaviour.
- Developed positive parent partnerships by communicating regular updates on child's progress. Potty trained children to encourage independence and monitor toilet habits.
- Observed children to monitor and report unusual behaviour or concerns.
- Engaged in additional training to obtain more knowledge and enhance skills.

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● Chief Executive Officer

MutekiBatch | Mar 2024 - Now

- Professional London rollerskating team
- Roller skated for the Platinum Jubilee 2021
- Organised multiple events
- Collaboration with WhaGwan Drink Company Formed and sustained strategic relationships with clients.
- Proofread business agreements to identify loopholes and safeguard organisation.
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- Met individually with teammates to offer feedback and insight on job tasks based on careful review. Delivered speeches at events and conferences to raise brand awareness.
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- Managed and examined performance of the team to provide guidance for areas requiring improvement.

Education & Training

2018

● Whitfield School

French ICT x2,

2021

● City of Westminster

English Design and Technology,